

E3-7 ADMIN - COMPANY POLICIES - COMPLAINTS HANDLING PROCEDURE

Introduction

E³ Consulting Limited (“the Company”) is a firm regulated by the Royal Institution of Chartered Surveyors (RICS Firm Registration Number 035461) and is committed to conducting business ethically, transparently and with integrity, so as to provide all our clients and others with high-quality property taxation services. Every individual and organisation that acts on the Company’s behalf, or represents the Company, is responsible for ensuring that we comply with any necessary regulations and laws to provide the very best advice and customer care to our clients and others.

However, as pragmatists, we recognise that there may, on occasion, be times when things don’t quite go as expected. This policy sets out how the Company will deal with any complaint and seek to rectify any shortcomings to our client’s satisfaction and learn from, and reflect upon, any errors or mistakes to ensure the risk of reoccurrence is minimised.

If something goes wrong, we need you to tell us about it in writing. This will help us to improve our standards and ensure we can improve our communications, procedures and/or processes to minimise any future occurrences. Equally, if you are unhappy about any aspect of our customer care, services and/or our billing, please contact us.

The person responsible for dealing with any complaint is:
ALUN K OLIVER MCIM MBA FRICS, our Managing Director.



It is recommended that you put your complaint in writing (hardcopy or email), together with any appropriate evidence or associated documentation, to Alun at our usual office address, as below. This is to ensure that we fully understand what your complaint is and that we have a written record of it.

E³ Consulting
2nd Floor Bedrock Park
Vulcan Way
WIMBORNE
Dorset
BH21 7BU

Telephone: 0345 230 6450
Email: alun.oliver@e3consulting.co.uk

There are two formal stages to our Complaints Handling Procedure (CHP) - set out below.



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Stage One (Consumer & Business) (Consumer - means a person acting outside the course of any business, or a person to whom a duty of care is owed)

The first stage of our complaints handling procedure is that you put the details of your complaint to us in writing (together with any appropriate supplementary evidence) to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to our Managing Director, Alun Oliver FRICS, as set out above.

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

If your complaint is directly about Alun Oliver, then our other Director, Nicky Oliver, will be responsible for reviewing the complaint as an impartial alternative.

E³ Consulting will investigate and endeavour to resolve your complaint to a mutually agreed position. If you are happy with the outcome of the investigation into your complaint, the matter will conclude, and this will be confirmed in writing.

However, if we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to an independent redress provider, as approved by the RICS Regulatory Board. We have chosen to use the Centre for Effective Dispute Resolution (CEDR) as our redress provider in the next stage of our complaints handling procedure, as set out more below for both Consumers and Businesses.

Stage Two Consumer Redress (Consumer - means a person acting outside the course of any business, or a person to whom a duty of care is owed)

If you remain dissatisfied with any aspect of our handling of your complaint, and your complaint is of a Consumer nature, then we will attempt to resolve this promptly through negotiations, and otherwise. However, if the matter is unresolved (after at least eight weeks from the date you first raised the complaint) and in deadlock, we agree to refer the matter to the Independent Adjudication Service that seeks to resolve complaints through Alternative Dispute Resolution (ADR) operated under an agreement between the RICS and CEDR, at the expense of E³ Consulting - thereby free to you as a Consumer. CEDR must complete cases within 90 days of accepting an application, but in most cases the process takes about 65 days. More details are available on the CEDR website as below.

The contact details for the **Centre for Effective Dispute Resolution** are:-

CEDR Services Limited, 100 St. Paul's Churchyard, LONDON, EC4M 8BU

T: 020 7536 6116

E: surveyors@cedr.com

W: www.cedr.com/consumer/rics

Stage Two Business Redress (Independent Adjudication Service: Business to Business)

All as the above Consumer redress details, save that the relevant fees are to be shared equally by the complainant Business and E³ Consulting.



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Stage 1

Complaint made to E³ Consulting
Please ensure that the complaint is made to us, either in writing or via email. We will acknowledge receipt of the complaint within 7 days.



We will investigate the nature of the complaint and ensure that any claim made by the Complainant meets the criteria to be put forth and investigated as a complaint.

The complaint will be handled by either Alun Oliver, or Nicky Oliver, E³ Consulting's directors.
Within 28 days of the initial complaint, you will receive an update or, ideally, a full response of our investigation.



In some cases, e.g. minor fee disputes, or dissatisfaction with project outcome(s) against prior expectations, E³ Consulting may not consider your complaint to fit the criteria as a breach of regulation, law, ethics, professional standards, or technical expertise.

Has the complaint been resolved, with agreement on both parties?



It will be confirmed in writing that the matter is concluded and fully resolved.
COMPLAINT CLOSED

If unresolved and in deadlock after 8 weeks, the matter may be referred for independent adjudication by CEDR in accordance with the RICS requirements.
PROGRESS TO STAGE TWO



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Stage 2

