



Nabarro McAllister & Co.

C h a r t e r e d S u r v e y o r s

“If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

STAGE ONE

1. Simon Nabarro has been appointed in this office to deal with both commercial and consumer complaints, and you should not hesitate to contact him at our office, details of which are below:

Nabarro McAllister & Co Chartered Surveyors, Devonshire Lodge, Devonshire Avenue, Leeds, LS8 1AY, telephone number 0113 266 7666 or fax 0113 268 4822. Email: info@nabarromcallister.co.uk
2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.
3. The first stage of our Complaints Handling Procedure will involve full consideration of your complaint by Simon Nabarro on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you're happy with the outcome of Simon Nabarro's investigation into your complaint the matter will conclude.
4. 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 you are dissatisfied with the outcome of the investigation into your complaint and the proposed actions then you proceed to Stage 2 of the Complaints Procedure below.

STAGE TWO

6. If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider as approved by RICS Regulatory Board. We have chosen to use the following redress providers for consumer clients: Centre for Effective Dispute Resolution, 70 Fleet Street, London, EC4Y 1EU, telephone 0207 536 6000, email: info@cedr.com. For business to business clients RICS Dispute Resolution Service, 55 Colmore Row, Birmingham, B3 2AA. Telephone 0207 6951670, email: regulation@RICS.org.

Devonshire Lodge, Devonshire Avenue, Leeds LS8 1AY Telephone: 0113 266 7666 Fax No: 0113 268 4822
info@nabarromcallister.co.uk

Director: Simon G. Nabarro BSc (Hons) F.R.I.C.S. I.R.R.V. and James R Horner, DipSurv, M.R.I.C.S.
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