

## **COMPLAINTS HANDLING PROCEDURE- 2023**

As a regulated RICS firm, we have in place a Complaints Handling Procedure (CHP), which meets the regulatory requirements. Our CHP has two stages. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

### **Stage One**

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send us details of your complaint using the following link:

- <https://app.smartsheet.com/b/form/2898788aaaa64f7f8553438bf51aa6ff>

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.

### **Stage Two**

If we are unable to agree on how to resolve your complaint then you can 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:**

Association of Arbitrators South Africa  
Office Address  
3rd Floor, Block B, Sandown House,  
Norwich Close (off 5th Street)  
Sandown, Johannesburg, 2196  
Phone : +27 11 884 9164  
Other Phone : +27 11 884 9165  
Email: [rochelle@arbitrators.co.za](mailto:rochelle@arbitrators.co.za)

#### **For Business-to-Business clients:**

Association of Arbitrators South Africa  
Office Address  
3rd Floor, Block B, Sandown House,  
Norwich Close (off 5th Street)  
Sandown, Johannesburg, 2196  
Phone : +27 11 884 9164  
Other Phone : +27 11 884 9165  
Email: [rochelle@arbitrators.co.za](mailto:rochelle@arbitrators.co.za)



### **COMPLAINTS HANDLING LOG - 2023**

Information to log	Details
Complainant Details: <ul style="list-style-type: none"> <li>Name(s)</li> <li>All available contact information (address, telephone, fax, email etc)</li> <li>Any special circumstances?</li> </ul>	
Date complaint received	
Date complaint logged	
Logged by	
Complaint reference number	
Relevant Person Details: <ul style="list-style-type: none"> <li>Firm or individual (name of person)</li> <li>Multiple complaints about the same individual?</li> </ul>	
Details of complaint: <ul style="list-style-type: none"> <li>Received in writing?</li> <li>Description of complaint (what, where, when, who, why etc)</li> <li>Has more than one complaint been received within the same area of work?</li> </ul>	
Investigation and outcome:	



<ul style="list-style-type: none"> <li>• What action has been taken?</li> <li>• Is complainant satisfied?</li> <li>• Referred to independent redress?</li> <li>• Insurers notified?</li> <li>• Complainant confirmed outcome in writing.</li> <li>• Has or is RICS involved?</li> </ul>	
<p>Action taken by firm to prevent re-occurrence and to reduce the number of complaints for that individual or that area of work</p>	
<p>Any other comments</p>	

