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## **COMPLAINTS HANDLING PROCEDURE: BUSINESS TO BUSINESS**

Metropolis Surveyors LLP aim to provide a professional service to lenders, applicants, brokers and panel managers, however there will be occasions where a party expresses dissatisfaction with the service provided.

If you have a complaint, in accordance with Rule 7 of the Rules of Conduct for Firms under RICS Regulations, the procedure outlined below will be followed.

The Compliance Director has overall responsibility for the complaints procedure at Metropolis Surveyors LLP. A complaint is described as any expression of dissatisfaction related to the service, staff or surveyors received from someone to whom the firm owes a duty of care. Under certain circumstances, complaints will be accepted from other parties where they are directly affected by our service.

Any verbal complaints will be requested in writing to be sent to [compliance@metropolis-surveyors.com](mailto:compliance@metropolis-surveyors.com). If this is not possible, details will be taken and confirmed back to the complainant in an email or letter.

### **STAGE ONE**

Upon receipt, the complaint will then be dealt with in line with the RICS approved Complaints Handling Procedure by:

- Acknowledgement of the complaint within two working days
- Case review and consideration of the complaint by the Compliance team to produce a full response or an update within 28 days.

If the complaint cannot be resolved to the complainant's satisfaction, it can be referred to an independent RICS approved third party with the authority to award redress.

### **STAGE TWO**

The RICS Regulatory Board has approved the following for use by Metropolis Surveyors for business to business disputes. The RICS Dispute Resolution Service (DRS) is available to business users and upon completion of a DRS 2 form available on their website, they will consider any complaint and appoint an independent expert/arbitrator. There is a charge for the application and subsequent advice. The contact details for DRS are:-

RICS Dispute Resolution Service (DRS)  
Surveyor Court, Westwood Way  
Coventry CV4 8JE  
T: 020 7334 3806 F: 020 7334 3802  
E: [drs@rics.org](mailto:drs@rics.org)  
W: [www.rics.org/drs](http://www.rics.org/drs)

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