



Chartered Surveyors Specialising
in Renewable Energy, Utilities
and Infrastructure.

COMPLAINTS HANDLING PROCEDURE

Version 6.0

fgplimited.co.uk





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FGP SURVEYORS LIMITED

Chartered Surveyors Specialising in Renewable Energy, Utilities and Infrastructure.

1. Making a complaint

FGP Surveyors Limited (FGP) is a Limited Company regulated by the Royal Institution of Chartered Surveyors (RICS). FGP has a Complaints Handling Procedure in place to ensure that if a complaint has not been resolved to the satisfaction of a complainant, redress can be sought by formal internal investigation and, if still not resolved, through an independent party.

We detail below our Two Stage Complaints Handling Procedure and endeavour to resolve complaints as quickly as possible.

At FGP we take complaints seriously. Our goal is to reach an amicable solution to any complaint and to resolve complaints to the satisfaction of those affected.

2. First Stage – Internal Investigation

If a complaint has not been resolved directly with the office, we ask that the complaint is put in writing so that we can fully understand it. The complaint should include how it is considered that we have failed to meet expectations, failed the standards expected of the RICS and how the complaint can be satisfactorily resolved.

All complaints must be sent to:

FGP Complaints Handling, 4-5 Royal Court, Tatton Street, Knutsford WA16 6EN

Email – complaintshandling@fgplimited.co.uk

A complaint may be made verbally or in writing, but no action will be taken until the complaint is received in writing. We will acknowledge receipt of the complaint within 5 working days of receipt and commence an internal investigation. The investigation will seek to establish what has occurred, what action was taken and what action could be taken in order to resolve the matter. Within 15 working days of acknowledgement of the complaint, we will provide a summary of our investigation and a proposal to resolve the complaint with a formal offer. If the complainant is not in agreement with our proposal, this should be confirmed to us within 15 working days of receiving the same. We will then provide a final response within 15 working days of receipt of the complainant's correspondence. On agreement of how the matter can be resolved, a written statement will be signed by both parties. If the internal investigation does not reach a satisfactory agreement for both parties, the complaint can be taken to one of the independent redress providers used by FGP as set out in the Second Stage below.



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3. Second Stage – Independent Party

If a complaint has not been resolved through the internal investigation detailed in the First Stage, the complaint can be taken to an independent party through the redress scheme, regulated by the RICS and adopted by FGP. The particular redress option depends on the nature of the complaint and whether it concerns a Commercial Business or a Consumer. The options are detailed below.



The RICS Dispute Resolution Service (DRS) provides services to resolve disputes in land, property and construction. DRS services are only for business-to-business disputes. The contact details for DRS are:

RICS Dispute Resolution Service, 55 Colmore Row, Birmingham, B3 2AA

Telephone: **020 7334 3806**

Email: drs@rics.org

Website: www.rics.org/dispute-resolution-service



Consumers should direct complaints to the Centre for Effective Dispute Resolution (CEDR). CEDR seeks to resolve disputes relating to valuations, land measurement and professional advice. CEDR is a free service to consumers. The contact details for CEDR are:

The International Dispute Resolution Centre, 100 St Paul's Churchyard, London EC4M 8BU

Telephone: **0207 536 6000**

Email: surveyors@cedr.com

Website: www.cedr.com/consumer/rics