

COMPLAINTS PROCEDURE

IN RELATION TO PROFESSIONAL SERVICES FOR BUSINESS CLIENTS

Carter Jonas is committed to providing a professional service to all clients and customers and if something goes wrong we need to know about it. If you have a complaint that you have been unable to resolve satisfactorily with your local Carter Jonas office please write to us giving as much detail as possible.

- By email to compliance@carterjonas.co.uk
- Or/
- By post to Carter Jonas Compliance, 51 Northbrook Street, Newbury. RG18 9QT

We will always endeavour to deal with any complaint as quickly as possible however you should be aware that we have up to eight weeks to consider the matter. If we have not resolved it within this time you may refer your complaint to the RICS as detailed below.

So that you know what to expect we have summarised the typical stages of reviewing a complaint.

<i>Acknowledgement</i>	<ul style="list-style-type: none">• You will receive an acknowledgement that we have received your complaint within 3 working days.
<i>Investigation</i>	<ul style="list-style-type: none">• We will investigate the circumstances of your complaint and discuss with the local Office where appropriate.
<i>Findings</i>	<ul style="list-style-type: none">• We will provide a written summary of our findings within 15 working days of sending you the acknowledgement letter.
<i>Review</i>	<ul style="list-style-type: none">• If you wish to comment or request a further review you should contact us again.
<i>Final response</i>	<ul style="list-style-type: none">• We will then have 15 working days to complete our review at which time we will send you a final written viewpoint on the matter.

Carter Jonas is a member of, and is regulated by, the Royal Institution for Chartered Surveyors (RICS). If you remain dissatisfied with our findings or the way in which your complaint has been handled you may request that the matter is referred to The RICS Dispute Resolution Service.

You can contact the RICS directly on 0207 695 1670 or by email to complaints@rics.org. The Firm's registration number with the RICS is 001204.