

COMPLAINTS POLICY

- If you are unable to resolve any problems with the partner, agent or professional responsible for the provision of our services, please contact us using the details below.
- Our internal Complaints Procedure complies with the standards laid down by the RICS (Royal Institution of Chartered Surveyors).
- Upon receipt of a complaint, the procedure we undertake to follow is as set out below:

THE PERSON TO DEAL WITH YOUR COMPLAINT

Our aim is to provide a first-class service, however, if you wish to register a complaint, please contact us by writing to the Senior Partner, Nick Pettit, at Bidwells LLP, Bidwell House, Trumpington Road, Cambridge, CB2 9LD or by phone on 01223 841841 or by email at nicholas.pettit@bidwells.co.uk

STAGE 1 - ACTION AFTER COMPLAINT RECEIVED

If your complaint has not been resolved **within three business days** we may request further details of your complaint in writing, if previously made in verbal form, however we will continue to investigate the issue where it is possible to do so, pending receipt of the information requested. We will acknowledge your complaint within seven days of receipt and provide you with a copy of our Complaints Policy.

OUTCOME OF OUR INVESTIGATIONS

We will undertake an impartial investigation and will provide you with a full response within 28 days from receipt of the written complaint, detailing our understanding of the issue and the reasons for our decision. This will include specific actions which have been or will be taken. Alternatively, if the investigation is still ongoing we will provide you with an update of the progress to date.

STAGE 2 – DISSATISFACTION ARISING FROM STAGE 1 ABOVE

If you continue to be dissatisfied with any aspect of our handling of your complaint or outcome, we shall attempt to resolve this promptly through negotiation with you and /otherwise agree to enter into mediation with an alternative dispute resolution (ADR) mechanism as detailed below:

FOR CONSUMER (INDIVIDUALS OR SMALL BUSINESSES) REDRESS

- The Property Ombudsman (TPO) <https://www.tpos.co.uk/> (Residential Agency only)
- Centre for Effective Dispute Resolution (CEDR Solve) www.cedr-solve.com

FOR COMMERCIAL REDRESS

- RICS Dispute Resolution Service www.rics.org/drs

- Centre for Effective Dispute Resolution (CEDR Solve) www.cedr-solve.com
- Arbitration Procedure for Surveying Disputes www.idrs.ltd.uk



Nick Pettit
Senior Partner

26 January 2024

VERSION CONTROL -

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Next review date: 29th January 2025
Doc Ref/Version: 1.2

No	Detail	Date	Approved by
1.1	Updated in respect of changes to divisional structure	29/1/2024	Hannah Roman
1.2	Updated to show Nick Pettitt as the person to whom complaints should be addressed. To align with the standard ToB	21/06/2024	JCW