

## **ROBINSON & HALL LLP COMPLAINTS HANDLING PROCEDURE**

This note sets out our procedure for handling formal complaints.

1. If you are dissatisfied with any aspect of the service provided by the firm or any other aspect of the firm's activities and wish to raise a formal complaint you should send a written summary of your complaint to the Practice Manager, Ian Randall, at Robinson & Hall LLP, 118 Bromham Road, MK40 2QN or email [ir@robinsonandhall.co.uk](mailto:ir@robinsonandhall.co.uk).
2. The Practice Manager will acknowledge receipt of your complaint within five working days of receipt and provide you with a copy of this Complaints Handling Procedure. He will also provide the Partner responsible for complaint handling (the Complaints Partner) with a copy of the complaint and instigate an internal investigation into your complaint.
3. If the conclusion reached from our investigations is that the complaint is vexatious, being clearly unsubstantiated or malicious, the Complaints Handling Procedure will cease and you will be advised accordingly. This does not prevent you pursuing your complaint in accordance with clause 7 below.
4. Within twenty working days of receipt of your complaint, the Complaints Partner will write to you to inform you of the outcome of the internal investigation into your complaint and to let you know what actions we have taken or will take.
5. If you do not accept the outcome of the investigation in 4 above and wish to make further representations you must do so in writing within twenty working days of the date of the letter sent to you in 4 above. If we do not hear further from you within this period we will consider the complaint closed.
6. The Complaints Partner will then review your further representations and respond in writing within ten working days.
7. If you are still unhappy with the outcome, you may refer your complaint to one of the following:
  - (a) If you are a consumer:

Ombudsman Services: Property	t: 01925 530270
PO Box 1021	f: 01925 530271
Warrington	e: <a href="mailto:enquiries@os-property.org">enquiries@os-property.org</a>
WA4 9FE	w: <a href="http://www.os-property.org">www.os-property.org</a>
  - (b) If you are a business, you may refer your complaint to the Arbitration Scheme for Surveying Disputes operated by IDRS:

IDRS Ltd	t: 020 7520 3800
24 Angel Gate	f: 0845 1308 117
City Road	e: <a href="mailto:info@idrs.ltd.uk">info@idrs.ltd.uk</a>
London	w: <a href="http://www.idrs.ltd.uk">www.idrs.ltd.uk</a>
EC1V 2PT	
8. We reserve the right to request further information from you in order to properly consider your complaint. If you do not provide such information within a reasonable timescale we will write to you giving you a further seven days in which to provide the information and if this has not been received by us within this period then we will consider the complaint closed.
9. If the complaint is against the Complaints Partner then the Senior Partner will respond instead of the Complaints Partner.
10. If the complainant instigates legal proceedings before the complaints procedure is concluded, the procedure will be immediately terminated.