

# COMPLAINTS HANDLING PROCEDURE

**Last Review: March 2025**

As a firm regulated by RICS, Poyntons Consultancy Limited is required to operate a Complaints Handling Procedure (CHP) in accordance with RICS Conduct Rule 7:

## **RICS Firms' Conduct Rule 7 - Complaints handling**

*"A Firm shall operate a complaints handling procedure and maintain a complaints log. The complaints handling procedure must include an Alternative Dispute Resolution (ADR) mechanism that is approved by the Regulatory Board."*

### **This procedure has two stages:**

- Stage One: Internal review and response by the firm.
- Stage Two: Independent redress through an Alternative Dispute Resolution (ADR) mechanism approved by the RICS Regulatory Board.

### **Our Commitment**

Poyntons Consultancy Limited is committed to providing high quality advice and services.

We acknowledge that there may be occasions where we fall short.

We will not ignore a complaint. In fact, it may help us to see where our services or procedures can be improved.

If you feel we have made a mistake or undertaken something unsatisfactory or unacceptable, we encourage you to let us know, even if you do not think it amounts to a 'complaint'.

### **Stage One – Internal Review**

All complaints should be addressed to:

Mr James Fairman MRICS – Managing Director  
Poyntons Consultancy Limited  
24-28 South Street  
Boston  
Lincolnshire  
PE21 6HT  
Tel: 01205 361694  
Email: [jhl@poyntons.com](mailto:jhl@poyntons.com)  
Website: [www.poyntons.com](http://www.poyntons.com)

If you have initially made your complaint verbally (in person or by telephone), you will be asked to put your complaint in writing so that we fully understand the issues raised.

Once we have received your written complaint, we will:

- Acknowledge receipt in writing within 7 days, providing our understanding of your case and inviting any further comments.
- Within 21 days of receipt, provide a written outcome of our investigation and detail what actions have been or will be taken.

If we are unable to provide a full response within this time, we will update you within 28 days to explain progress and anticipated timescales.

### **Stage Two – Independent Redress**

If you are dissatisfied with the outcome of Stage One, you may refer your complaint to one of the following approved independent redress providers:

#### **For Consumer Clients:**

Centre for Effective Dispute Resolution (CEDR)  
70 Fleet Street  
London, EC4Y 1EU  
Tel: 020 7536 6116  
Email: [applications@cedr.com](mailto:applications@cedr.com)  
Website: [www.cedr.com/consumer/rics/](http://www.cedr.com/consumer/rics/)

**poyntons**

CHARTERED SURVEYORS  
ESTATE AGENTS

James Fairman BSc(Hons) MRICS  
[jhl@poyntons.com](mailto:jhl@poyntons.com)  
01205 361694  
07890 535554

[poyntons.com](http://poyntons.com)

Poyntons Consultancy Ltd  
24-28 South Street  
Boston  
Lincolnshire  
PE21 6HT

**For Business Clients:**

RICS Dispute Resolution Service (DRS)  
Surveyor Court  
Westwood Way  
Coventry, CV4 8JE  
Tel: 020 7334 3806  
Email: [drs@rics.org](mailto:drs@rics.org)  
Website: [www.rics.org/drs](http://www.rics.org/drs)

**Complaints Log**

All complaints received are recorded in the firm's complaints log, which includes details of the complainant, dates, description of the complaint, actions taken, and outcomes.

The log is reviewed annually to identify trends, training needs, and opportunities to improve our service. Where appropriate, we will also note any special circumstances or adjustments required to fairly handle the complaint.

**Policy Review**

This Complaints Handling Procedure will be reviewed annually or sooner if required by changes to legislation, RICS guidance, or firm structure.

Poyntons Consultancy Limited Registered in England No. 6613726  
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