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Black Cat Services,  
Westwood House  
Annie Med Lane  
South Cave  
HU15 2HG.

TITLE: **Complaints Handling  
Procedure Process  
Standard**

REPORT No. **PS0040PM**

C:\Users\Black Cat Services\BCS Process  
Standards\Complaints Handling Process  
Standard

ISSUE No. **1**

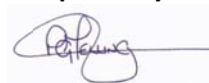
DATE: **4<sup>th</sup> August 2011**

PREPARED ON  
FOR BLACK  
CAT SERVICES  
BY:

**Peter G Melling BSc (Hons) MRICS**  
**Director**

SIGNATURE

Prepared by



**04/08/11**

Date

**Process  
Standard**

**DOCUMENT ISSUE**

<b>Issue</b>	<b>Reason</b>	<b>Date</b>	<b>Initials</b>
One	Initial Release	4 <sup>th</sup> August 2011	PGM

## Complaints Handling Procedure (CHP)

Black Cat Services are a company that is regulated by the Royal Institution of Chartered Surveyors (RICS) and as such we are required to have in place a complaints handling procedure.

Rule 7 of the RICS' Rules of Conduct for Firms requires all firms to operate a complaints handling procedure (CHP). The CHP must include a redress mechanism that is approved by RICS regulatory Board.

We sincerely hope that things never get to this stage, and we hope that any expression of dissatisfaction can be resolved through face to face discussions.

If the unfortunate were to happen and we are unable to resolve your expression of dissatisfaction, and should you wish to file an official complaint against us, we would like you to let us know in writing as soon as possible. This will assist us in understanding the situation surrounding your complaint and address it as soon as is possible.

Our procedure is as follows:

1. Please contact our CHP Lead as follows:
2. Director Black Cat Homes – Keith Saunders

In all cases the address for correspondence is:

Black Cat Homes  
Westwood House  
Annie Med Lane  
South Cave  
HU15 2HG  
Telephone: 01430 471947  
Fax: 08704 292148

If you initially made your complaint verbally, please ensure that it is then written up in detail and issued in writing to the address identified above.

3. Once received, our CHP Lead will make a commitment to contact you, in writing, within 5 working days.
4. Within our reply, we will advise you of our understanding of the case and invite you to make any further comments prior to the issue moving to its next stage.
5. Within twenty eight days of receipt of your written complaint, our CHP Lead will write to you, to advise you of the outcome of his internal investigation into your complaint and to let you know what actions have been taken.
6. If you are still dissatisfied with how we handled your complaint or the outcome of our internal investigation, you should contact: **Catherine Melling** who will personally conduct

a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review.

7. Alternatively, if you remain dissatisfied with any aspect of our handling of your complaint, then we can discuss whether we can agree to go to mediation according to either the Centre for Dispute Resolution (CEDR) or the Dispute Resolution Service run by the Royal Institution of Chartered Surveyors.

Centre for Effective Dispute Resolution  
International Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU  
United Kingdom  
Tel: +44 (0)20 7536 6000  
Fax: +44 (0)20 7536 6001  
Email: [info@cedr.com](mailto:info@cedr.com)

Royal Institution of Chartered Surveyors  
Surveyor Court  
Westwood Way  
Coventry  
CV4 8JE  
United Kingdom  
Tel: +44 (0)870 333 1600  
Fax: +44 (0)20 7 334 3811  
Email: [contactrics@rics.org](mailto:contactrics@rics.org)

8. If you are still unhappy with the result of any of the above, you can refer your complaint to the Surveyors Arbitration Scheme if it falls within the scope of the Scheme. This scheme is operated by the Chartered Institute of Arbitrators from whom you can obtain details of the Scheme.

<p><b>If you are a business:</b> The Surveyors Arbitration Scheme (SAS) The Chartered Institute of Arbitrators Dispute Resolution Services 12 Bloomsbury Square London WC1 2LP United Kingdom Tel: +44 (0) 20 7421 7444 Fax: +44 (0) 20 7404 4023 Email: <a href="mailto:info@arbitrators.org">info@arbitrators.org</a></p>	<p><b>If you are a member of the general public:</b> The Surveyors Ombudsman Scheme (SOS) PO Box 1021 Warrington WA4 9FE Tel: 0330 440 1634 <a href="http://www.surveyors-ombudsman.org.uk/">http://www.surveyors-ombudsman.org.uk/</a></p>
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\*The time limits are recommendations, to ensure that complaints are dealt with promptly.