

ALPHA PROPERTY ASSET MANAGEMENT LIMITED T/A ALPHA BROWETT TAYLOR

COMPLAINTS HANDLING PROCEDURE

This advice details the Complaints Handling Procedure adopted by this practice in accordance with the regulatory requirements of the Royal Institution of Chartered Surveyors where a complaint is received from a valid complainant (i.e. that is one to which Alpha Browett Taylor considers it owes a duty of care).

We have appointed Richard William Frederick Hutt TD BSc Dip Prop Inv Dip Proj Man MBA FRICS, a Director of the firm, to deal with your complaint. If you have a question, or would like to make a complaint, please do not hesitate to contact him.

If you as a complainant has initially made your complaint verbally – with a face-to-face or over the telephone – please also make it now in writing addressed to Richard W F Hutt at the address detailed below. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.

The stages within our Complaints Handling Procedure are as follows.

Stage 1

The first stage of our Complaints Handling Procedure involves full consideration of a complaint by Richard W F Hutt on behalf of Alpha Browett Taylor (or an alternative Senior employee of the firm if that complaint is in respect of work undertaken by Mr R W F Hutt). We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Richard W F Hutt's (or the alternative senior employee's) investigation into your complaint, the matter will be concluded.

We will acknowledge your written complaint within 7 days of its receipt by Richard W F Hutt or the alternate senior employee and will respond to your complaint within 28 days of its receipt by our office.

We will therefore consider your complaint as quickly as possible and provide you with a full response or in the unlikely event of that not being possible, an update on what is happening with your complaint within the aforesaid 28 day period.

Stage 2

If we are able to resolve a complaint to the satisfaction of the complainant then that will of course conclude the complaint. However, in the event that this is not possible, and we cannot agree on how to resolve the complaint, then a complainant will have the opportunity to take their complaint to the final stage of our Complaints Handling Procedure which is a redress to

Property Redress Scheme
Premiere House
1st Floor, Elstree Way,
Borehamwood, Hertfordshire WD6 1JH

Tel : 0333 321 9418
E Mail: info@theprs.co.uk

The above redress mechanism is appropriate for consumer clients.

In the event that you are classified as a business client of our practice, you are to be entitled to have reference to

The Arbitration Evaluation Procedure for Surveying Disputes,
IDRS Limited
24 Angel Gate, City Road
London EC1V 2PT

T: 020 7520 3800

F: 020 7520 3829

E: info@idrs.ltd.uk

W: www.idrs.ltd.uk

This Complaints Handling Procedure was effected by this practice as at 5th August 2018 .

ALPHA BROWETT TAYLOR

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W: www.alphaproperty.co.uk