

Springwell Real Estate Limited

Complaints Handling Procedure

Regulated by RICS

Springwell Real Estate Limited is committed to providing a high standard of professional service. If you have a concern or complaint, we will seek to resolve it promptly, fairly and transparently.

Our procedure

Our Complaints Handling Procedure has two stages. Stage One gives Springwell Real Estate Limited the opportunity to review and consider your complaint in full and to try to resolve it to your satisfaction. If you remain dissatisfied with our response, Stage Two provides access to an independent Alternative Dispute Resolution (ADR) provider approved by RICS.

Stage One - complaint to Springwell Real Estate Limited

If you have already spoken to us about your complaint, please also put the details in writing so that we have a clear and complete understanding of the matters you would like us to consider.

Complaints contact	James Thomson MRICS, Director
Firm	Springwell Real Estate Limited
Address	167-169 Great Portland Street, 5th Floor, London, W1W 5PF
Email	james@springwellre.com
Telephone	+44 (0)20 7081 1740
Website	www.springwellre.com

We will acknowledge receipt of your written complaint within 7 days. We will consider the complaint as quickly as possible. If we are not able to provide a full response immediately, we will keep you informed and will provide an update within 28 days.

We will maintain a written record of the complaint, the steps taken to investigate it and the outcome. Where appropriate, we will also consider whether the matter should be notified to our professional indemnity insurers.

Stage Two - independent redress

If we are unable to agree how to resolve your complaint, or you remain dissatisfied after our Stage One response, you may refer the matter to an independent redress provider approved by RICS, as applicable to the nature of the client and dispute.

Consumer clients

For a consumer client (a person acting for purposes outside their trade, business or profession), Springwell Real Estate Limited has selected the Centre for Effective Dispute Resolution (CEDR), RICS's default consumer ADR provider in the UK.

Provider	CEDR Services Ltd
Post	100 St Paul's Churchyard, London, EC4M 8BU
Telephone	020 7536 6116
Email	surveyors@cedr.com
Website	www.cedr.com/consumer/rics/overview/

The CEDR service is free to consumer complainants. Eligibility and time limits are governed by CEDR's current RICS scheme rules.

Business-to-business clients

For business-to-business disputes, Springwell Real Estate Limited has selected the RICS Dispute Resolution Service (DRS), which provides dispute resolution services for land, property and construction matters.

Provider	RICS Dispute Resolution Service
Address	55 Colmore Row, Birmingham, B3 2AA
Telephone	020 7334 3806
Email	drs@rics.org
Website	www.rics.org/drs

The availability, process, fees and any requirement for the parties to agree to use a particular business-to-business ADR procedure will be governed by the provider's current rules and the circumstances of the dispute.

RICS

RICS is the professional regulator of Springwell Real Estate Limited. RICS does not ordinarily provide compensation or determine the outcome of a client's contractual complaint. Its regulatory role is separate from the firm's complaints procedure and the independent ADR process.

Availability of this procedure

A copy of this Complaints Handling Procedure is available free of charge on request and should be made available to clients when a complaint is made. Details of the applicable ADR mechanism should also be communicated when terms of engagement are agreed.

Document owner: James Thomson MRICS, Director

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