

# Dobson Grey

## Complaints Handling Policy

for an RICS Regulated Chartered Surveyors Firm

**Purpose:**

The purpose of this complaints handling policy is to establish a consistent, transparent, and effective process for managing and resolving complaints from clients, ensuring that their concerns are addressed promptly and fairly, in compliance with the Royal Institution of Chartered Surveyors (RICS) regulations and ISO 9001 requirements.

**Scope:**

This policy applies to all employees of Dobson Grey Ltd and covers all complaints related to the firm's services, employees, or processes, regardless of the source or nature of the complaint.

**Policy:**Complaint Receipt and Acknowledgment:

- A. Encourage clients to submit their complaints in writing, via email or letter, to ensure clear and accurate documentation of their concerns.
- B. Acknowledge receipt of the complaint within 3 business days. Provide the complainant with a reference number, contact details for the person handling their complaint, and an overview of the complaints handling process.
- C. Provide a copy of the Complaint Procedure to the Complainant.

Complaint Investigation:

- A. Assign a suitably qualified and impartial employee to investigate the complaint, ensuring that they are not directly involved in the issue being raised.
- B. Conduct a thorough investigation of the complaint, gathering all relevant information, documents, and evidence, and interviewing any employees or other parties involved as necessary.
- C. Maintain clear and accurate records of the investigation, including a timeline of events, correspondence, and any actions taken.

Complaint Resolution:

- A. Determine the appropriate resolution for the complaint, based on the findings of the investigation and the firm's policies, procedures, and professional obligations.
- B. Communicate the outcome of the investigation and the proposed resolution to the complainant, in writing, within 7 business days of receiving the complaint, or as soon as reasonably possible if the investigation requires more time.
- C. Ensure that the resolution is implemented promptly and effectively, and monitor the situation to ensure that the issue has been resolved satisfactorily.

Escalation and External Review:

- A. Inform the complainant of their right to escalate the complaint to a higher authority within the firm, or to the RICS Dispute Resolution Service (CEDR), if they are not satisfied with the proposed resolution. The CEDR provides independent adjudication for disputes between customers and companies regarding the surveying activities of subscribing RICS member firms including, but not limited to, Homebuyers Reports, Help to Buy, Valuation, Land Measurement, Auctions, Building Surveys and Professional Advice.
- B. Cooperate fully with any external review or investigation of the complaint, providing all requested information and assistance, and implementing any required actions or improvements.

- C. If a complaint is referred to the CEDR then the complainant is referred to [RICS Submit a claim](#) or write to the CEDR:

**By Post**

100 St. Paul's Churchyard  
London EC4M 8BU  
United Kingdom  
Tel: +44 (0)20 7536 6000  
Fax: +44 (0)20 7536 6001  
Email: info@cedr.com

Complaints Monitoring and Improvement:

- A. Maintain a [complaints register](#) to record and track all complaints received, including the date, complainant details, nature of the complaint, investigation outcome, and resolution.
- B. Regularly analyse the complaints data to identify any trends, patterns, or recurring issues, and implement appropriate actions or improvements to address them.
- C. Use the complaints data and feedback as input for the firm's ISO 9001 quality management system, to drive continual improvement in the firm's services, processes, and customer satisfaction.

By implementing this complaints handling policy, Dobson-Grey can ensure a professional and responsive approach to managing client complaints, in line with regulatory requirements and best practices, while also contributing to the firm's ongoing improvement and success.

Agreed on by Dobson-Grey Ltd Directors



Signed

Dated 31/03/2025

**Keri Dobson**  
**Managing Director**



Signed

Dated 31/03/2025

**Darren Grey**  
**Health & Safety Director**