

## Schedule 38 - Complaints Handling Procedure (CHP)

As a regulated RICS firm, we have in place a CHP, which meets the regulatory requirements.  
Our CHP has three stages: -

<b>Stage 1</b> of the CHP gives the local office, whose complaint it relates to, the opportunity to investigate and respond thereof.
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<b>Stage 2</b> of the CHP gives our Firm the opportunity to review independently and consider your complaint in full. Our Firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to Stage 3.
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<b>Stage 3</b> gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by the RICS.
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### Stage 1

If you are unhappy with the service provided by Graham + Sibbald, please speak in the 1<sup>st</sup> instance with the local office to whom the complaint relates to, providing them with the details of your complaint.

The local office will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within seven days. If they are not able to give you a full response, they will update you within 28 days

### Stage 2

If you have spoken to our local office about your complaint and remain unsatisfied, please put the details of your complaint in writing and issue to the undernoted. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint.

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within seven days. If we are not able to give you a full response, we will update you within 28 days.

For complaints relating specifically to Asset Services:-

Please send to:

Mr Calum Campbell  
Managing Partner  
Graham + Sibbald  
233 St Vincent Street  
Glasgow  
G2 5QY

For complaints relating specifically to Residential:-

Mr Graham Tonner  
Partner  
Graham + Sibbald  
Seabraes House  
Dundee  
DD1 4QB

All other Complaints should be addressed to:-

Mr Les McAndrew  
Senior Partner  
Graham + Sibbald  
40 Torphichen Street  
Edinburgh  
EH3 8JB

**Stage 3**

If we are unable to agree on how to resolve your complaint, then you have the opportunity to take your complaint to an independent redress provider, as approved by the RICS Regulatory Board. We have chosen to use the following redress providers:

For Consumer Clients

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

For Consumer Clients (specifically relating to residential property agency activity (including property management/asset services))

The Property Redress Scheme  
Premiere House  
1<sup>st</sup> Floor  
Elstree Way  
Borehamwood  
Hertfordshire  
WD6 1JH  
Tel: 0333 321 9418  
Email: [info@theprs.co.uk](mailto:info@theprs.co.uk)

For Business-to-Business Clients

RICS Dispute Resolution Services  
55 Colmore Row, Birmingham, B3 2AA  
Tel: 020 7334 3806  
Fax: 020 7334 3802  
Email: [drs@rics.org](mailto:drs@rics.org) / Website: [www.rics.org/drs](http://www.rics.org/drs)