# Complaints Handling Procedure

Evergreen Rural Ltd

## 1. Purpose and Commitment

At Evergreen Rural Ltd, we are committed to providing a professional and high-quality service to all our clients. If something goes wrong, we want you to tell us about it. This will help us improve our standards. We take all complaints seriously and aim to resolve them fairly, transparently, and promptly. This procedure complies with the requirements of the Royal Institution of Chartered Surveyors (RICS).

## 2. How to Make a Complaint

If you wish to make a complaint, please contact us in writing with the following details:
- Your full name and contact details
- The details of the service or issue you are complaining about
- What you would like us to do to resolve the issue

Complaints should be sent to:
The Complaints Manager
Evergreen Rural Ltd
The Granary, Randolphs Farm, Bedlam Street, Hurstpierpoint, West Sussex, BN6 9EL
info@evergreenrural.co.uk
07741 852875

## 3. Stage One – Internal Complaint Handling

- We will acknowledge your complaint in writing within 7 calendar days of receipt.
- We will carry out a full and thorough investigation.
- A formal written outcome of the investigation will be sent to you within 28 calendar days of the initial acknowledgement. If we need more time, we will let you know and explain the reasons for the delay.
- If you remain dissatisfied after receiving our formal response, you may proceed to Stage Two.

## 4. Stage Two – Independent Redress

If we are unable to resolve your complaint to your satisfaction, or if more than 8 weeks have passed since you first made your complaint, you may refer the matter to an independent redress scheme approved by RICS.

We are a member of the following redress schemes:

## Property Redress Scheme

0333 321 9418
https://www.propertyredress.co.uk/consumers

This is applicable to complaints relating to lettings or property management.

## Centre for Effective Dispute Resolution (CEDR)

Website:  https://www.cedr.com/consumer/rics/overview/
Email: surveyors@cedr.com
Address: 100 St Paul's Churchyard, London, EC4M 8BU
Tel: 020 7536 6116

Applicable to all other surveying services.

You must refer your complaint to the redress scheme within 12 months of our final response.

### 5. Record Keeping

All complaints and correspondence related to them will be recorded and securely stored for at least 6 years. These records help us identify trends and improve our services.

### 6. Confidentiality

All complaints will be dealt with in accordance with the Data Protection Act and will be kept confidential except where disclosure is required for investigation or by law.

### 7. Monitoring and Review

We review all complaints annually to identify trends or areas where our service can be improved. This Complaints Handling Procedure will also be reviewed annually to ensure ongoing compliance with RICS regulations.