SLATER RESOLUTION LTD
PARTY WALL SURVEYING • MEDIATION • TRAINING

COMPLAINTS POLICY

Stage One – Internal Complaints Procedure

1. Slater Resolution Ltd ('SRL') is committed to providing a professional and courteous service. If you have any concerns or wish to make a complaint about our services, please contact Stuart Slater, Director, who is responsible for handling complaints.

2. Complaints may be made by telephone, email or post. Where a complaint is made verbally, we may request written confirmation of the details to ensure that the matters raised are properly understood.

3. We will acknowledge your complaint in writing within 10 working days of receipt and may invite you to provide further information or clarification.

4. We aim to provide a written response within 21 working days of receipt of your complaint, setting out the findings of our investigation, our decision and any action taken or proposed. If additional time is required, we will explain the reasons and provide an anticipated response date.

Stage Two – Independent Alternative Dispute Resolution (ADR)

5. If you remain dissatisfied following our internal complaints procedure, you may seek independent resolution through the appropriate ADR provider identified below, subject to the relevant scheme's eligibility requirements.

Consumer Clients

6. Where you are acting as a consumer (that is, otherwise than in the course of a business), you may refer an eligible unresolved complaint to the **Centre for Effective Dispute Resolution (CEDR)**, an independent ADR provider approved by RICS. This service is free to consumers.

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

Registered Office: Second Floor, 130B High Street, Marlborough,
Wiltshire, SN8 1LZ
www.slaterresolution.com
+44 (0)1672 216504
Company number: 17505973
Registered in England and Wales
VAT registration number: TBC

FPWS

RICS

You may normally refer your complaint to CEDR once we have issued our final response confirming that the complaint remains unresolved, or once eight weeks have elapsed without resolution, subject to the scheme rules.

Business Clients

7. Where you are acting in a business capacity, an unresolved complaint may be referred to the **RICS Dispute Resolution Service (DRS)**, subject to the nature of the dispute, the availability of an appropriate procedure and any necessary agreement between the parties.
RICS DRS provides access to independent dispute resolution procedures, including mediation, arbitration, adjudication and expert determination, as appropriate.

RICS Dispute Resolution Service (DRS)
Telephone: 020 7334 3806
Email: drs@rics.org
Website: https://www.rics.org/dispute-resolution-service

General Provisions

8. This procedure does not restrict your statutory or legal rights or your ability to raise concerns directly with RICS regarding professional or regulatory conduct.

9. SRL will maintain a record of complaints received, investigations undertaken, responses provided and outcomes, in accordance with applicable RICS requirements and data protection legislation.

10. A copy of this procedure is available upon request and will be made available to clients and published on the Company's website.

end

Registered Office: Second Floor, 130B High Street, Marlborough,
Wiltshire, SN8 1LZ
www.slaterresolution.com
+44 (0)1672 216504
Company number: 17505973
Registered in England and Wales
VAT registration number: TBC