

Complaints Handling Procedure

Reviewed: April 2024



Regulated by

RICS[®]

broadfield
Chartered Quantity
Surveyors & Project
Managers

COMPLAINTS HANDLING PROCEDURE

REVISIONS / AMENDMENTS LOG

Date	Description of Revision / Amendments	Revision made by
29/04/2016	Policy reviewed and published to shared company network	TL
30/04/2017	Policy reviewed	
22/04/2018	Policy updated to reflect two stage process and ADR updated	KE
30/04/2019	Policy reviewed	
30/04/2020	Policy Reviewed	
28/04/2021	Policy Reviewed	
28/04/2022	Policy Reviewed – format revised	KE
01/05/2023	Policy Reviewed	
30/04/2024	Policy Reviewed	

COMPLAINTS HANDLING PROCEDURE

AIM

As an RICS (Royal Institution of Chartered Surveyors) regulated firm, Broadfield Project Management Ltd are committed to providing our clients with the means to raise a formal complaint should they feel dissatisfied with our service in any way.

The following complaints handling procedure (CHP) meets RICS regulatory requirements and provides an opportunity for Broadfield Project Management to review, consider and respond to complaints in full.

We will always try to resolve complaints to the satisfaction of our customers, however, if unable to do so you may refer the complaint to an RICS approved alternative dispute resolution service for impartial review.

Further details of this can be found in stage two of this policy.

POLICY OVERVIEW

Our complaints handling procedure has two stages

Stage 1 – gives us to consider your complaint in full, we will always try to resolve your complaint at this stage, however, if you are unhappy with our response, you have the opportunity to progress your complaint to stage 2.

Stage 2 – provides our clients with the opportunity to have the complaint reviewed via an alternative dispute resolution service approved by the RICS.

Our full policy, including details of the stages are detailed on the following page.

COMPLAINTS HANDLING PROCEDURE

STAGE ONE

If you have feel the need to complain, or have reported a complaint to us verbally, we politely request that you submit the details of you complaint in writing.

This will enable us to gather a full understanding of the reasons for your complaint and to consider it fully. Please submit any supporting information or evidence alongside your complaint.

Please send your written complaint to:-

Tom Lawrence

Broadfield Project Management Ltd
1st Floor, St James House
Vicar Lane
Sheffield
S1 2EX
info@broadfieldpm.co.uk

0114 251 6867

Once received, we will consider your complaint as quickly as possible and will always acknowledge receipt of your complaint within 7 days. If we are unable to provide a full response within 28 days, we will provide an update on the status of your complaint.

STAGE TWO

If we are unable to agree on a route to resolve your complaint, you can submit your complaint to an independent redress provider, as approved by the RICS Regulatory Board. We have chosen to work with the following redress provider:

CEDR Solve

The International Dispute Resolution Centre
70 Fleet Street, London, EC4Y 1EU
T: 020 7536 6000
E: info@cedr.com
W: www.cedr.com

Please note that you must give us the opportunity to resolve your complaint before progressing your complaint to CEDF Solve.

For Block Management and Property Management complaints, please contact the Property Redress Scheme via the below form.

<https://www.portal.propertyredress.co.uk/Complain>

Please note, that you cannot raise a complaint with the Property Redress Scheme unless you have raised a formal complaint in writing and allowed us at least 8 weeks to resolve the complaint to your satisfaction.

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