

## **Legal & Regulatory Compliance**

### **Complaints Handling Procedure**

As a regulated RICS business, we have in place a Complaints' Handling Procedure (CHP) which meets the regulatory requirements.

This document represents the procedure to be followed when a complaint is made to Navigation Management Limited.

Our CHP has three stages:

#### **STAGE ONE- Internal complaints procedure**

- a) If a verbal complaint is made, the complainant will be requested to make its complaint in writing.
- b) On receipt of a written complaint, the complainant will be acknowledged within 7 days.
- c) The complainant will be given full consideration by the appointed person.
- d) Every effort will be made to respond fully to the complainant within 28 days. If the complaint cannot be responded to fully, an update will be given.
- e) If the complaint cannot be resolved, the complainant will be advised in writing that the internal complainants' procedure (Stage One) has been exhausted. Details of the independent redress mechanism (Stage Two) is set out below.

#### **STAGE TWO – Independent redress mechanism**

Where stage one has been exhausted and the complaint has not been resolved, provision has been made for the complainant to take its case to an independent redress mechanism should they wish to.

#### **STAGE THREE**

Gives you as the client, the opportunity to have your complaint reviewed and considered by the Royal Institution of Chartered Surveyors (RICS).

#### **STAGE ONE**

The appointed person within Navigation Management Limited who deals with complaints is:

Simon Dewar, B.Sc MRICS

Director – Navigation Management Limited, 1KD Plaza, Hemel Hempstead, Herts HP1 1AX

We require a written explanation of your complaint in order to ensure full clarity and understanding of the issue(s) about which you are complaining.

If you are dissatisfied with any aspect of your handling of your complaint, you should contact:

Dylan Evans, B.Sc (Hons) ACA

Director - Navigation Management Limited. 1KD Plaza, Hemel Hempstead, Herts HP1 1AX

Who will personally conduct a separate review of your complaint and contact you within twenty eight working days to inform you of the conclusion of his review

## **STAGE TWO**

If we are then unable to gain your agreement on a resolution to your complaint, you have the opportunity to submit your complaint to an independent redress provider. We have selected to use the following redress provider:

RICS Dispute Resolution Service

55 Colmore Row

Birmingham B3 2AA

Telephone Number: +44 (0) 20733 43806

Email: [drs@rics.org](mailto:drs@rics.org)

## **STAGE THREE**

If you have been through the company's internal complaints handling procedure and used the RICS dispute resolution services, you may still wish to bring your complaint to the attention of the RICS so that it can investigate. A complaints form is available for this purpose from:

Royal Institution of Chartered Surveyors

Parliament Square

London SW1P 3AD

Telephone Number: +44 (0) 207 686 8555

Email: [contactrics@rics.org](mailto:contactrics@rics.org)

Please note that RICS can only consider those matters falling within its code of conduct.

RICS cannot comment on or investigate cases where the law provides a remedy. It cannot therefore assess or award compensation. If your complaint concerns professional negligence or breach of contract you should take this matter up with Navigation Management Limited.

RICS cannot investigate or comment on the conduct of anyone other than a member of RICS. However, a member may be responsible in certain circumstances for the actions of partners or employers who are not RICS members.