

Goodrow Dilapidations Resolution Ltd Complaints Handling Procedure (CHP)

Goodrow Dilapidations Resolution Ltd is committed to providing a high standard of professional service to all clients. We recognise that, on occasion, concerns may arise regarding our services. This Complaints Handling Procedure explains how complaints can be raised and how they will be dealt with fairly, promptly, and transparently.

We are committed to:

- Treating all complaints seriously.
- Investigating complaints impartially.
- Responding within reasonable timescales.
- Learning from complaints to improve our services.
- Providing access to independent redress where appropriate.

This procedure complies with the requirements of the Royal Institution of Chartered Surveyors (RICS).

Stage One: Internal Complaint Resolution

How to Make a Complaint

If you are dissatisfied with any aspect of our service, please tell us as soon as possible.

Complaints should preferably be made in writing and include:

- Your name and contact details.
- The property address concerned (if applicable).
- Details of the complaint.
- Any relevant supporting documentation.
- The outcome you are seeking.

Complaints should be addressed to:

Jon Rowling (Complaints Officer)

Goodrow Dilapidations Resolution Ltd, 28 March Road, Edinburgh, EH4 3TB

Email: Jon@GoodrowDilapidations.co.uk

Acknowledgement

We will acknowledge receipt of your complaint within 7 calendar days of receiving it.

The acknowledgement will:

- Confirm that the complaint has been received.
- Identify the individual responsible for investigating the complaint.
- Explain the next steps in the process.

Investigation

The complaint will be investigated by a senior member of the business who has not been directly involved in the matter wherever possible.

The investigation may include:

- Reviewing relevant files and correspondence.
- Speaking with employees involved.
- Requesting further information from you.
- Response

We aim to provide a full written response within 28 days of acknowledging the complaint.

If additional time is required, we will:

- Inform you of the reason for the delay.
- Provide an update on progress.
- Confirm when a full response can be expected.

Our final response will include:

- A summary of our investigation.
- Our findings.
- Any remedial action proposed.
- Details of further escalation options if you remain dissatisfied.

Stage Two: Independent Redress

If we are unable to resolve your complaint to your satisfaction, or if eight weeks have passed since the complaint was first raised and no resolution has been achieved, you may refer the matter to an independent redress provider.

For eligible complaints, our approved independent redress scheme is:

The Property Ombudsman (TPO)
Milford House
43-55 Milford Street
Salisbury
Wiltshire, SP1 2BP
Telephone: 01722 333306
Email: admin@tpos.co.uk
Website: <https://www.tpos.co.uk>

Complaints referred to TPO must generally be submitted within the timescales specified by TPO's current scheme rules.

Complaints Log

Goodrow Dilapidations Resolution Ltd maintains a Complaints Register recording:

- Date complaint received.
- Complainant details.
- Subject matter.
- Investigation actions.
- Outcome.
- Date closed.
- Lessons learned and improvements implemented.

This register is reviewed periodically to identify trends and opportunities to improve service delivery. RICS recommends maintaining a complaints log for monitoring and management purposes.

Professional Indemnity Insurance

Where a complaint has the potential to give rise to a professional negligence claim, Goodrow Dilapidations Resolution Ltd reserves the right to notify its Professional Indemnity Insurers in accordance with policy requirements.

Confidentiality and Data Protection

All complaints will be handled confidentially and in accordance with applicable data protection legislation, including the UK General Data Protection Regulation and the Data Protection Act 2018.

Information will only be disclosed where necessary for investigating the complaint or complying with legal or regulatory obligations.

Equality and Accessibility

We are committed to ensuring that this procedure is accessible to all. If you require this policy in an alternative format or need assistance making a complaint, please contact us and we will make reasonable adjustments where appropriate.

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