

# Complaints Handling Procedure

*Public-facing RICS-aligned complaints procedure. Confirm ADR provider before publication.*

<b>Company</b>	Pariter Limited (company number 05308864)
<b>Registered office</b>	5/6 Salmon Fields Business Village, Oldham, Lancashire, OL2 6HT
<b>Policy owner</b>	Ian Chadwick, Director
<b>Contact email</b>	info@partier.co.uk
<b>Version/status</b>	Version 0.1   Draft for internal approval and website publication
<b>Review cycle</b>	Approved on [INSERT APPROVAL DATE]; review at least annually or sooner following legal, regulatory or operational change.

## 1. Purpose

Pariter Limited aims to provide good-quality, diligent and professional service. We recognise that complaints should be handled promptly, fairly, openly and professionally. This Complaints Handling Procedure explains how clients and other eligible complainants can raise concerns and how we will respond.

Pariter Limited is an RICS regulated firm. This procedure is drafted to support the RICS requirement for regulated firms to publish a complaints-handling procedure that includes an approved Alternative Dispute Resolution (ADR) mechanism and to maintain a complaints log.

## 2. What is a complaint?

A complaint is an expression of dissatisfaction about our work, service, conduct, delay, communication, fees or complaint handling, where a response or resolution is expected.

## 3. How to make a complaint

Complaints may be made in writing, by email, by telephone, in a meeting or in another reasonable form. Written complaints are encouraged because they help us understand the concern clearly.

Method	Details
Email	info@partier.co.uk
Post	The Complaints Officer, Pariter Limited, 5/6 Salmon Fields Business Village, Oldham, Lancashire, OL2 6HT
Telephone	[INSERT TELEPHONE NUMBER]
Complaints Officer	Ian Chadwick, Director, or another senior person nominated by Pariter Limited where appropriate.

## 4. Information to include

- Your name and contact details.
- The project, property, instruction, file reference or person involved.
- What has happened and why you are dissatisfied.
- What outcome you are seeking.
- Copies of relevant documents, correspondence or evidence.

## 5. Our process

### Stage 1: Early resolution

We will try to resolve expressions of dissatisfaction as soon as possible. If we resolve the matter within three business days, we may confirm the outcome in writing if appropriate.

## Stage 2: Acknowledgement

If the complaint cannot be resolved within three business days, we will send a written acknowledgement within five business days of receipt. The acknowledgement will identify the person handling the complaint, summarise the issues and, if needed, ask for further information.

## Stage 3: Investigation

Where possible, the complaint will be investigated by a person who was not directly involved in the matter complained about and who has authority to resolve the complaint. We will review the file, relevant correspondence, professional obligations, contractual terms and information supplied by the complainant.

## Stage 4: Four-week response

Within four weeks of receiving the complaint, we will send either a final response or a holding response explaining why we are not yet able to resolve the complaint and when we expect to provide a further response.

## Stage 5: Eight-week final position

Within eight weeks of receiving the complaint, we will send either a final response or a further response explaining why we are still not in a position to provide a final response, giving reasons for the delay and explaining the right to refer the complaint to ADR where applicable.

## 6. Outcomes and redress

Where we decide that redress is appropriate, we will propose fair and proportionate redress. This may include an explanation, apology, corrective work, fee adjustment, compensation or another appropriate remedy. Acceptance of redress may be subject to reasonable conditions, depending on the circumstances.

## 7. Alternative Dispute Resolution (ADR)

If you remain dissatisfied after our final response, or if we have not provided a final response within eight weeks, you may be able to refer the complaint to an independent ADR provider approved by RICS. ADR is intended to resolve disputes after our internal procedure has been exhausted.

[CONFIRM BEFORE PUBLICATION] Pariter Limited's ADR provider is CEDR Services Ltd.

ADR provider	Contact details
CEDR Services Ltd	Website: <a href="https://www.cedr.com/consumer/rics/overview/">https://www.cedr.com/consumer/rics/overview/</a>
Email	surveyors@cedr.com
Phone	020 7536 6116
Post	100 St Paul's Churchyard, London, EC4M 8BU

If Pariter Limited uses a different RICS-approved ADR provider, replace the CEDR details above before publication. ADR for consumer complaints must be free to the consumer where required by RICS.

## 8. RICS regulatory concerns

RICS is not a substitute for our internal complaints procedure or an ADR provider, but concerns about the professional conduct of an RICS member or RICS-regulated firm may be reported to RICS Regulation. Information is available at [www.rics.org](http://www.rics.org).

We will not seek to dissuade a complainant from using ADR, RICS or any other regulatory body where they are entitled to do so.

## 9. Complaints log and improvement

We maintain a complaints log to record complaints, actions, decisions, redress, lessons learned and any training or process improvements. Complaint information is reviewed periodically by senior management.

## 10. Insurance and legal proceedings

Some complaints may need to be notified to our professional indemnity insurers or legal advisers. Where a complaint becomes or may become a claim, legal proceedings or a matter involving insurer input, we may adapt the handling process where necessary while still seeking to act fairly and transparently.

### Review and approval

This document is owned by Ian Chadwick, Director. It should be reviewed at least annually, and whenever Pariter Limited changes its services, suppliers, cookie technology, personal data uses, RICS registration arrangements, complaints procedure, ADR provider, insurance arrangements or client money arrangements.

Version	Date	Approved by	Changes
0.1	11 May 2026	[INSERT APPROVER]	Initial draft for website policy suite.