

Procur3d Consulting – Complaints Handling Procedure (CHP)

# Introduction

As a regulated firm under the Royal Institution of Chartered Surveyors (RICS), Procur3d Consulting is committed to providing the highest standard of service. We value feedback and treat complaints seriously. This Complaints Handling Procedure (CHP) complies with RICS regulatory requirements and consists of two stages: internal review and external redress.

# Stage One – Internal Review

If you are dissatisfied with any aspect of our service, please contact us as soon as possible. While we will always try to resolve your concerns informally, we ask that formal complaints be submitted in writing to ensure we understand your concerns fully.

Please send your written complaint using one of the following methods:

|  |  |
| --- | --- |
| * Complaints Contact at Procur3d Consulting

3rd Floor 86-90 Paul Street, London,England, EC2A 4NE |  |
| * Via Email: Admin@procur3d.com
 |  |
| * Via our Website (Contact Us): [www.procur3d.com](http://www.procur3d.com/)
 |  |

We will acknowledge receipt of your complaint within 7 calendar days. If we cannot issue a full response immediately, we will provide an update within 28 calendar days.

Our review will involve:

* A thorough investigation of the complaint;
* Communication with all relevant parties;
* A formal written response outlining our findings and proposed resolution.

# Stage Two – Independent Redress

If you remain dissatisfied after the internal review, you may escalate your complaint to an independent redress provider approved by RICS.

For Consumer Clients:

Centre for Effective Dispute Resolution (CEDR) 100 St. Paul's Churchyard, London, EC4M 8BU Tel: +44 (0)20 7536 6000

Email: info@cedr.com Website: [www.cedr.com](http://www.cedr.com/)

For Business-to-Business Clients:

RICS Dispute Resolution Service

55 Colmore Row, Birmingham, B3 2AA Tel: +44 (0)24 7686 8555

Email: drs@rics.org Website: [www.rics.org/drs](http://www.rics.org/drs)

# Complaints Logging and Continuous Improvement

All formal complaints are logged and monitored to identify trends and areas for improvement. Each complaint record includes:

* Complainant details and contact information;
* Dates received, acknowledged, and resolved;
* Nature of the complaint and responsible person;
* Outcome of the investigation and actions taken;
* Any referral to redress schemes or insurers;
* Measures to prevent recurrence.

We use this information to refine our services, update training, and enhance client satisfaction.

# RICS Contact Information

If you believe our firm has breached RICS Rules for Firms, you may also contact RICS Regulation directly:

RICS Regulation

Tel: +44 (0)2476 868555

Email: regulation@rics.org