

Complaints Handling Procedure

Procur3d Consulting Ltd

Effective 30th September 2026 · Version 1.2 · Regulated by RICS

1. Introduction

Procur3d Consulting Ltd is regulated by RICS. We are committed to providing a high standard of service, we value feedback, and we treat complaints seriously. This Complaints Handling Procedure meets the requirements of the RICS Rules of Conduct. It has two stages: a review by us, and independent redress if you remain dissatisfied.

We will never discourage you from using the independent redress route described in section 4, or from contacting RICS.

2. How to make a complaint

If you are unhappy with any aspect of our service, please tell us as soon as possible. We will always try to resolve concerns informally, but we ask that formal complaints are made in writing so that we fully understand them. If you raise a complaint by telephone or in person, we will write it down and ask you to confirm it.

Please send your complaint to our Complaints Handler:

Complaints Handler	Contact details
Business Manager, Procur3d Consulting Ltd	Email: admin@procur3d.com Post: 3rd Floor, 86–90 Paul Street, London EC2A 4NE Website: the contact form at www.procur3d.com

If your complaint concerns the person who would normally handle it, it will be dealt with by a director who is not involved.

3. Stage one — our review

We will:

- acknowledge your complaint in writing within 7 calendar days, telling you who is dealing with it;
- investigate it thoroughly, including speaking to everyone involved;
- give you an update within 28 calendar days if we have not concluded our review; and
- send you a final written response setting out our findings, any resolution we are offering, and how to take your complaint to stage two if you remain dissatisfied.

We aim to send our final written response within eight weeks of when you first raised your complaint with us.

4. Stage two — independent redress

If you are not satisfied with our final response, or eight weeks have passed since you first raised your complaint with us without it being resolved, you may refer your complaint to an independent redress provider approved by RICS. If eight weeks pass without a resolution, we will write to tell you how to do this.

If you are	Redress provider	Contact
A consumer (an individual client acting outside a business)	Centre for Effective Dispute Resolution (CEDR) — free to you	www.cedr.com/consumer/rics
A business client	RICS Dispute Resolution Service	drs@rics.org · www.rics.org/drs

Consumers must apply to CEDR within 12 months of our final response. CEDR cannot consider complaints about fraud, discrimination or data protection; for data protection concerns, see section 5.

5. Other routes

If you believe we have breached the RICS Rules of Conduct, you can also contact RICS Regulation at regulation@rics.org or through www.rics.org.

If your concern is about how we handle your personal data, please contact our Data Protection Lead at admin@procur3d.com, as explained in our Client, Supplier & Website Privacy Notice. You also have the right to complain to the Information Commissioner's Office (ico.org.uk).

6. Recording complaints and learning from them

Every complaint is recorded in our complaints log, with the dates it was received, acknowledged and resolved, what it was about, who handled it, the outcome, any referral to a redress provider, and the steps taken to prevent a recurrence. We review complaints regularly to improve our services and training.

7. Review of this procedure

We review this procedure at least annually and whenever the RICS requirements or our redress providers change.