Complaints Handling Procedure

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Title: Complaints Handling Procedure

As a regulated RICS firm, we have in place a Complaints Handling Procedure (CHP), which meets the regulatory requirements of the RICS. Our CHP has two stages as set out below. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Pragma Planning and Development Consultants Limited, Scottish Provident Building, 7 Donegall Square West, Belfast, BT1 6JH. Telephone number: 00442890918410. Email address: admin@pragmaplanning.com.

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. If we cannot give you a full response, we will update you within 28 days.

Stage Two

If we are unable to agree on how to resolve your complaint then you can take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

For Consumer Clients:

Centre for Effective Dispute Resolution (CEDR), 100 St. Paul's Churchyard, London, EC4M 8BU

Telephone: +442075366000. Email Address: info@cedr.com. Website: www.cedr.com.

For Business-to-Business clients:

RICS Dispute Resolution Service (DRS), Telephone: +442073343806. Email Address: drs@rics.org.

Website: www.rics.org/dispute-resolution-service.