SCOTT BURRIDGE COMMERCIAL LLP
PROCEDURE FOR COMPLAINTS HANDLING

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. In the first instance please contact:

   The Managing Partner
   Scott Burridge Commercial LLP
   Daniell House
   Falmouth Road
   Truro
   Cornwall TR1 2HX

   EMAIL: enq@sbcproperty.com
   TEL: 01872 277397

2. Upon receipt of your complaint the Partner will be appointed to deal with it and you will be notified of their name and contact details.

3. Where your complaint is initially made orally, whether face to face or by phone please also provide us with a written summary of your complaint to the address above. We will acknowledge your written complaint within 3 working days.

4. Once we have received your written summary of the complaint, we shall fully consider your complaint and we will contact you in writing within 15 days of your written summary in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.

5. If you remain unsatisfied you should contact us again and the matter will be reviewed by another available Partner. We will write to you again within 15 working dates of receiving your request to review our response with our final viewpoint on the matter.

6. If you remain dissatisfied with any aspect of our handling of your complaint, (or more than 8 weeks have elapsed from the first written (email or letter) complaint you can then request for an independent review via a third party redress provider:

(i) If you are a commercial client (business to business) we will refer you to:

The Centre for Dispute Resolution (CEDR)
The Centre for Effective Dispute Resolution
100 St Pauls Churchyard
London EC4M 8BU

Tel: 0207 7536 6000
Email: info@cedr.com
Web: www.cedr.com

(ii) If you are a customer (consumer client) redress can be obtained through

The Property Ombudsman (TPOS)
Unit 159756
PO BOX 7169
Poole
BH15 9EL

Tel: 01722 333 306
Email: admin@tpos.co.uk
Web: www.tpos.co.uk

Any complaint needs to be submitted to the relevant redress scheme within 12 months of receive our final viewpoint letter, including any evidence to support your case.

Regulated by RICS®

Scott Burridge Commercial is regulated by RICS for the provision of surveying services. This means we agree to uphold the RICS Rules of Conduct for Firms and all other applicable mandatory professional practice requirements of RICS, which can be found at www.rics.org. As an RICS regulated firm we have committed to cooperating with RICS in ensuring compliance with its standards. The firm's nominated RICS Responsible Principal is Barnaby Peters MRICS, enq@sbcproperty.com 01872 277397.

SBC Property and Scott Burridge Commercial is the trading name of Scott Burridge Commercial LLP and is a Limited Liability Partnership registered in England and Wales (LLP No. OC358576). We use the term partner to refer to a member of Scott Burridge Commercial LLP. Registered office c/o RRL, Peat House, Newham Road, Truro, Cornwall TR1 2DP.