

Complaints Handling Procedure

BuildAlliance Ltd

Version 1.0 | February 2025

1 Purpose and Scope

This Complaints Handling Procedure (CHP) sets out how BuildAlliance Ltd handles any expression of dissatisfaction from a client or other party. It applies to all instructions undertaken by BuildAlliance and is reviewed annually by the Director.

This CHP is published in accordance with the RICS Rules of Conduct and the RICS Complaints Handling Professional Standard (October 2023). A copy is provided to all clients with our Terms of Engagement and is available on request at any time.

2 Definition of a Complaint

A complaint is any expression of dissatisfaction with the service provided by BuildAlliance, whether about professional advice, conduct, fees, timeliness or communication. We treat all complaints seriously, regardless of how they are raised.

3 How to Make a Complaint

Complaints may be submitted by:

- Email: scott.edwards@buildalliance.co.uk
- Post: BuildAlliance Ltd, Old Town Hall, Market Place, Oundle, PE8 4BA
- Telephone: 01832 592 936
- In person: by prior arrangement

The named point of contact for all complaints is Scott Edwards.

4 Complaints Procedure

Stage	Timescale	Action
Acknowledgement	Within 5 working days	We will acknowledge receipt of the complaint in writing, provide a copy of this CHP, and confirm the name of the person handling it.
Investigation	Within 28 days	We will investigate the complaint thoroughly, reviewing all relevant correspondence and records. We will contact you if further information is needed.
Full Response	Within 28 days of acknowledgement	We will provide a written response setting out our findings, any action we will take, and the reasons for our decision.
Escalation	If unsatisfied after Stage 3	If you remain dissatisfied, you may refer the complaint to our approved Alternative Dispute Resolution (ADR) provider (see Section 5).

5 Alternative Dispute Resolution

If BuildAlliance is unable to resolve your complaint to your satisfaction, you have the right to refer the matter to an RICS-approved Alternative Dispute Resolution (ADR) provider. We will not discourage you from using this route.

Our approved ADR provider is:

RICS Dispute Resolution Service (DRS)

www.rics.org/drs | +44 (0)20 7334 3806

You may refer your complaint to the ADR provider at any time after eight weeks from the date your complaint was first made to us, or once we have issued a final written response, whichever is sooner.

RICS also operates a regulation function and can be contacted at: regulation@rics.org

6 Professional Indemnity Insurance

BuildAlliance holds professional indemnity insurance (PII) in accordance with RICS requirements. Where a complaint suggests a potential claim, we will notify our PII insurer promptly and handle the matter in accordance with our policy terms. Details of our insurer can be provided on request in accordance with the Provision of Services Regulations 2009.

7 Complaints Log and Record Keeping

All complaints are recorded in a complaints log maintained by the Director. The log records the date received, the nature of the complaint, actions taken, outcome, and any lessons identified. Records are retained for a minimum of six years. The log is reviewed at least annually to identify trends and inform service improvements.

8 Learning and Review

BuildAlliance reviews this CHP annually. Where a complaint identifies a weakness in our processes, service delivery or communication, we will take appropriate steps to prevent recurrence. Lessons identified are incorporated into the Director's CPD programme and, where relevant, into our standard Terms of Engagement.

Approved by:

Scott Edwards, Director, BuildAlliance Ltd

Date: February 2025

Next review: February 2026