Complaints Handling Procedure

Company: Moffatt & Scott Holdings Limited Company No. 16540481
Trading Name: Moffatt Scott
Website: www.moffattscott.com
Statement Date: 4 September 2025
Last Reviewed: 5 August 2026
Next Review Date: 1 August 2027
RICS Firm Registration Number: 910890

Our Commitment to Service Excellence

As a firm regulated by the Royal Institution of Chartered Surveyors (RICS), we are committed to providing high-quality professional services. We recognise that occasionally there may be circumstances where our service does not meet your expectations. To address such instances, we have established this Complaints Handling Procedure (CHP) that complies with RICS regulations.

Our CHP has two stages to ensure your complaint is handled efficiently and fairly.

Stage One: Initial Review

How to Make a Complaint
If you have any concerns or complaints, we first ask you to discuss these with us informally by telephone or in person. However, if you remain unsatisfied, please submit your complaint in writing to ensure we fully understand your concerns.
Please send your written complaints to:

Jamie Moffatt
Complaints Handling Officer
Moffatt Scott
Suite 3, 14 Castle Street
Liverpool L2 0NE

Telephone: 0151 5599600
Email: complaints@moffattscott.com
Website: www.moffattscott.com

Our Response Process

- We will acknowledge receipt of your complaint within 7 days
- We aim to resolve your complaint as soon as possible
- If a complete response is not possible within 7 days, we will provide a full response within 28 days
- All communications regarding your complaint will be handled confidentially and professionally
- We will keep you informed of our progress throughout the investigation

What We Will Do

1. Investigate your complaint thoroughly and impartially
2. Review all relevant documentation and circumstances
3. Consult with relevant team members where appropriate
4. Provide you with a detailed written response explaining our findings
5. Take appropriate action to resolve the matter where we find fault
6. Learn from the complaint to improve our services

Stage Two: Independent Review

If you are not satisfied with our response at Stage One, you have the opportunity to escalate your complaint to an independent redress provider approved by the RICS Regulatory Board.

For Consumer Clients:

CEDR Services Ltd
(Centre for Effective Dispute Resolution)
Address: 70 Fleet Street, London EC4Y 1EU
Telephone: 020 7520 3800
Email: applications@cedr.com
Website: www.cedr.com/consumer/rics/

Important Information about CEDR:
- This service is free of charge to consumers
- You can only refer your complaint to CEDR if:
  - At least 8 weeks have passed since you first complained to us, OR
  - You have received a deadlock letter from us signposting you specifically to CEDR
  - Your complaint is not related to fraud, discrimination, or data protection
  - Your complaint is not the subject of court action
- CEDR must be specifically referenced in our complaints handling procedure (as it is here)

For Business-to-Business Clients:

RICS Dispute Resolution Service
Address: Royal Institution of Chartered Surveyors, Parliament Square, London SW1P 3AD
Telephone: 020 7334 3806
Email: drs@rics.org
Website: www.rics.org/dispute-resolution

Alternative Options

RICS Regulation

If your complaint relates to a serious professional conduct issue, you may also report your concerns directly to RICS Regulation:

RICS Regulation
Email: complaints@rics.org
Telephone: +44 20 7695 1670
Website: www.rics.org/regulation/reporting-concerns/

Our Complaints Process Standards

What You Can Expect From Us:

- Prompt acknowledgment of your complaint within 7 days
- Fair and thorough investigation of all issues raised
- Clear communication throughout the process
- Professional and courteous handling of your concerns
- Written confirmation of our findings and any actions taken
- Confidential treatment of all complaint information
- No prejudice to your legal rights

Time Limits:

- Stage One Response: Within 28 days of receiving your written complaint
- Referral to Stage Two: Must be within reasonable time after receiving our Stage One response
- CEDR Referral: Must be at least 8 weeks after initial complaint or after receiving our deadlock letter

Learning from Complaints

We view complaints as valuable feedback that helps us improve our services. We will:

- Maintain a complaints log recording all complaints received
- Analyse complaint patterns to identify areas for improvement
- Implement changes to prevent similar issues occurring
- Provide additional training where necessary
- Report serious issues to our professional indemnity insurers where appropriate

Your Rights

Making a complaint will not affect our continuing professional relationship with you, nor will it prejudice your legal rights to take alternative action.

If you have any questions about this complaints procedure, please contact Jamie Moffatt, our Complaints Handling Officer, using the contact details provided above.

Professional Standards

As a RICS regulated firm (Registration Number: 910890), we are bound by RICS Rules, Standards and Guidance. We are committed to maintaining the highest professional standards and welcome feedback that helps us achieve this goal.

This complaints handling procedure is reviewed annually to ensure it continues to meet RICS requirements and best practice standards.

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