

Real Estate Consulting t/a Bellrock Property & Facilities Management Limited

Complaints Handling Procedure

Introduction

At Real Estate Consulting we endeavour to provide our clients with the best possible service at all times. Our commitment to high quality service is underpinned by our stated values; Commitment, Teamwork, Quality and Client Care.

As a regulated RICS firm, Real Estate Consulting t/a Bellrock Property & Facilities Management Limited operates a Complaints Handling Procedure (CHP) which meets the regulatory requirement and is designed to resolve the situation in the quickest possible time. We are confident that most problems can be solved speedily and efficiently.

Our CHP has two Stages as laid out below:

1. Stage One

1.1 When you talk to us about your complaint, we will log the call/email/letter in a dedicated "Complaints Log" file.

1.2 If the complaint is not in a written format or is not sufficiently detailed, you will be asked to put the details of your complaint in writing. We ask this to make sure that we have a full understanding of the reasons for your complaint.

1.3 Please send your written complaint to:

Name of contact at firm:	Andrew Morley (Head of Real Estate)
Firm name:	Real Estate Consulting t/a Bellrock Property & Facilities Management Limited
Address:	Peat House, 1 Waterloo Way, Leicester
Postcode:	LE1 6LP
Telephone number:	01454 332211
Email address:	Andrew.Morley@bellrockgroup.co.uk
Website:	www.bellrockgroup.co.uk/real-estate-consultancy/

1.4 We will consider your complaint as quickly as possible and will acknowledge receipt of your written complaint within 2 working days.

1.5 Our Head of real Estate coordinate the initial review with members of our team after which the complaint will be passed onto the appropriate members of staff for detailed investigation. They will establish a course of action which will be confirmed in writing to you no more than 28 days after the initial receipt of your complaint in writing.

1.6 In the event that you remain dissatisfied with the actions proposed or the results achieved in respect of your complaint, we would ask that you pass on to Stage Two of our CHP.

2. Stage Two

2.1 In the event that you are not satisfied with the full response provided as a result of Stage One of our CHP, you have the opportunity to take your complaint to an independent redress provider, as approved by the RICS Regulatory Board. BPFML has chosen to use the following provider:

Name of provider:	RICS Dispute Resolution Service
Address:	55 Colmore Row, Birmingham,
Post Code:	B3 2AA
Telephone:	0207 334 3806
Email Address:	drs@rics.org

For reference: <https://www.rics.org/regulation/regulatory-compliance/requirements-support/alternative-dispute-resolution>