

COMPLAINTS HANDLING PROCEDURE



As a practice that is regulated by RICS, we are required to have in place a complaints handling procedure (CHP) in accordance with the RICS Policy.

RICS Firms' Conduct Rule 7 – Complaints handling

"A Firm shall operate a complaints handling procedure and maintain a complaints log. The complaints procedure must include an Alternative Dispute Resolution (ADR) mechanism that is approved by the Regulatory Board."

Our Complaints Procedure

Logic PM Limited are committed to providing high quality advice and services. We acknowledge however, that there may be times when we may make mistakes. To deal with this, we have a complaints procedure.

We will Deal with Your Complaint

We will not ignore a complaint. In fact, it will help us to see where our services or procedures might be improved. If you feel we have made a mistake or undertaken something which you found unsatisfactory or unacceptable, do let us know, even if you do not think your particular concern amounts to a 'complaint'.

How to Complain

In all cases, the address for correspondence is:

Mr N Baster – Director, Logic PM Limited, The Gate House, Archbishops Palace Gardens, Maidstone, Kent. ME15 6YE

If you have initially made your complaint verbally – whether in person or on the phone – you will be required to send a written summary of your complaint to the address above.

Once we have received your written complaint, we will contact you in writing within seven days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.

Within twenty one days of receipt of your written complain, we will write to you informing you of the outcome of the investigations into your complaint and let you know what actions have been or will be taken.

If you are dissatisfied with any aspect of our internal handling of your complaint, you are entitled to refer your complaint to one of the following two independent redress schemes of which Logic PM Limited is a member.

If you are a member of the general public:-	If you are a business:-
Ombudsman Services: Property PO Box 1021 Warrington WA4 9FE Tel: 0330 440 1634 www.ombudsman-services.org	RICS Dispute Resolution-Service (DRS) Surveyor Court Westwood Way Coventry CV4 8JE Tel: 020 7334 3806 www.rics.org/drs

Logic PM Limited | 3rd Floor | 86-90 Paul Street | London | EC2A 4NE

Tel: 0203 397 7444 | e: info@logicpm.co.uk | w: www.logicpm.co.uk

REGULATED BY RICS

Registered in England and Wales – Company No.8342337



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