



PROCEDURE FOR HANDLING OF COMPLAINTS

1. The following procedure should be adopted in the event that you have a complaint regarding any aspect of the service provided by Huggins Edwards & Sharp LLP :-
2. In the first instance, a complaint should be raised with either of the partners of the firm, namely Nigel Angus at Apex House, 10 West Street, Epsom, Surrey, KT18 7RG (01372 740555) or Clive Huggins at 11-15 High Street, Great Bookham, Surrey KT23 4AA (01372 457011).
3. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to a nominated contact who will oversee the investigation of your complaint.
4. Once we have received your written summary of the complaint, we will acknowledge receipt within five working days including a summary of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you have in relation to our interpretation.
5. We will then conduct an internal investigation.
6. Within fifteen working days of receipt of your written summary, the person dealing with your complaint will write to you with a formal written response to your complaint and to let you know what actions have been or will be taken. If actions need to be taken we will seek your agreement to those proposed.
7. Following the formal written response to you if you are not satisfied with the outcome and you are a private consumer client, you can contact The Centre for Effective Dispute Resolution (CEDR) 70 Fleet Street, London EC4 1EU (t: 0207 536 6116, e: applications@cedr.com, w: www.cedr.com/consumer/rics who are an independent redress scheme approved by RICS.
8. In the event of a complaint from a commercial client which cannot be settled by negotiation in good faith then the dispute shall be referred to arbitration in accordance with the Arbitration Act 1996 and the Arbitration Procedure for Surveying Disputes (2007 Edition *amended to reflect the transfer of service from IDRS Ltd to CEDR in 2012) which Rules are deemed to be incorporated by reference to this Clause. An arbitrator will be appointed by CEDR Solve and they can be contacted at The International Dispute Resolution Centre, 70 Fleet Street, London EC4Y 1EU (t: 0207 536 6060, e: info@cedr-solve.com, w: www.cedr-solve.com

Nothing in this clause shall prevent any Party seeking a preliminary injunction or other judicial relief at any time if, in its judgment, such an action is necessary to prevent irreparable damage. All negotiations in relation to the matters in dispute shall be without prejudice to the rights of either party in any future proceedings.