

# MICHIE GROUP

CHARTERED SURVEYORS AND TOWN PLANNERS

## The Michie Group Complaints Handling Procedure

**Introduction:** At The Michie Group LLP, we are committed to providing a high standard of service to our clients. We take all complaints seriously and aim to resolve them promptly and fairly. This Complaints Handling Procedure (CHP) outlines the steps we take to address any grievances.

### Step 1: Initial Review by Tim Michie

#### 1. Submission of Complaint:

- Clients are encouraged to submit their complaints in writing to ensure a clear understanding of the issue.
- Complaints can be sent to:

- **Tim Michie MRICS**

The Michie Group LLP  
5F Linnet Court  
Alnwick  
Northumberland  
NE66 2GD

[tim@michiegroup.co.uk](mailto:tim@michiegroup.co.uk)  
07802 676161

#### 2. Acknowledgment:

- Upon receipt of the complaint, Tim Michie will acknowledge it within 7 days.
- The acknowledgment will include an outline of the next steps and an estimated timeline for resolution.

#### 3. Investigation:

- Tim Michie will conduct a thorough investigation of the complaint.
- This may involve reviewing relevant documents, speaking with staff members, and gathering additional information from the complainant.

#### **4. Resolution:**

- Tim Michie will aim to resolve the complaint within 28 days of receipt.
- The complainant will be informed of the outcome in writing, including any actions taken to address the issue.

### **Step 2: Referral to RICS Dispute Resolution Service (DRS)**

#### **1. Unresolved Complaints:**

- If the complainant is not satisfied with the resolution provided by Tim Michie, they have the option to refer the complaint to the RICS Dispute Resolution Service (DRS).

#### **2. Referral Process:**

- The complainant will be provided with the contact details and necessary information to refer their complaint to the RICS DRS.
- Contact details for RICS DRS:

- **RICS Dispute Resolution Service**

55 Colmore Row

Birmingham

B3 2AA

[drs@rics.org](mailto:drs@rics.org)

#### **3. DRS Handling:**

- The RICS DRS will provide impartial, professional solutions for resolving the dispute.
- They will ensure a fair, timely, and confidential resolution process.

### **Record Keeping:**

- All complaints and their resolutions will be recorded in a complaints log.
- The log will include details such as the complainant's name, contact information, the nature of the complaint, and the actions taken.

### **Review and Improvement:**

- The Michie Group LLP will regularly review the complaints handling procedure to ensure its effectiveness.
- Feedback from clients will be used to improve our services and prevent future complaints.

End

1<sup>st</sup> April 2025