

Complaints Handling Policy



Created By	Sarah Norris, Office Manager
Date of Policy	August 2026
Review Date	August 2027

Adams Fletcher & Partners are regulated by RICS and maintains a Complaints Handling Procedure (CHP) in accordance with RICS Professional Standards.

*“Firms **must** publish a complaints-handling procedure, which includes an alternative dispute resolution (ADR) provider approved by RICS, and maintain a complaints log.” - RICS Complaints Handling Professional Standard issued October 2023.*

Adams Fletcher & Partners is committed to providing a high standard of professional service. All expressions of dissatisfaction are taken seriously, and complaints are regarded as an opportunity to learn, improve our services and enhance client satisfaction. Where concerns cannot be resolved through informal discussion or clarification, complaints will be handled in accordance with the Company’s Complaints Handling Policy.

Stage 1: Making a Complaint

A complaint must be raised directly with Adams Fletcher & Partners either verbally, in writing or by email. A written summary of the complainant’s concerns will be requested to ensure a full understanding of the nature of the complaint for investigation.

All complaints should be directed to:

I Lavender BSc Hons MRICS

Director

Adams Fletcher & Partners, North Ground Suite, The Wheelhouse, Bond’s Mill, Stonehouse, Glos, GL10 3RF

Telephone: 01452 306 214

Email: ieuana@adamsfletcher.com

Stage 2: Acknowledgement and Investigation

Upon receipt, the written summary of the complaint will be:

- Recorded in the Company’s Complaints Log.
- Acknowledged in writing within 14 calendar days of receipt.
- Assigned to a senior member of staff who has had no direct involvement in the matter wherever possible, to ensure an impartial investigation.

The acknowledgement will include Adams Fletcher & Partner’s understanding of the circumstances leading to the complaint and invite the complainant to correct or clarify any aspect that may have been misunderstood.

Stage 3: Formal Response

Within 28 days of receipt of the written summary, Adams Fletcher & Partners will either:

- Provide a full written response setting out the findings of the investigation, together with any actions that have been taken or are proposed; or
- Explain why a full response is not yet possible and provide an update on progress together with an estimated date for the final response.

If the complainant remains dissatisfied with the outcome or any aspect of the complaint handling process, Adams Fletcher & Partners will make every reasonable effort to resolve the matter promptly through further consultation.

Stage 4: Independent Alternative Dispute Resolution (ADR)

If the complaint cannot be resolved through our internal complaints process, the complainant may refer the matter to an independent Alternative Dispute Resolution (ADR) provider approved by RICS. Details of the current ADR provider will be supplied upon request or can be obtained directly from RICS:

The RICS Dispute Resolution Services

Surveyor Court

Westwood Way

Coventry

CV4 8JE

Telephone: 0207 334 3806

Website: <https://www.rics.org/dispute-resolution-service>

Current provider: The Centre for Effective Dispute Resolution (CEDR)

Record Keeping & Continuous Improvement

Adams Fletcher & Partners maintains a Complaints Log in accordance with RICS requirements. Records of complaints, investigations, outcomes and any corrective actions taken will be retained securely and used to identify trends, improve procedures and enhance the quality of service delivered to clients and stakeholders.

This Complaints Handling Procedure is available on request and published on the Company's website.

APPROVED BY:



IEUAN LAVENDER

DIRECTOR

DATE

13/08/2026