

## **FISHER GERMAN LLP Complaints Procedure**

If you wish to raise a complaint involving professional advice, service or an employee of the Fisher German Limited Liability Partnership, the Complaints Procedure set out in this document has been established to try to resolve your complaint as quickly as possible.

- i. Your initial complaint should be made to the Senior Partner, Charles P Meynell FRICS FAAV at Fisher German LLP, The Estates Office, Norman Court, Ashby de la Zouch, Leicestershire LE65 2UZ. Your complaint may be made either verbally or in writing, but verbal complaints must be confirmed in writing and no action will be taken until the written complaint is received.
- ii. The Senior Partner, or nominated deputy in his absence, will acknowledge your written complaint within five working days of receipt (apart from in exceptional circumstances where the Senior Partner is absent and his or her deputy could not reasonably have been aware of the existence of the complaint), and will commence an internal investigation in order to establish what action has been taken or will need to be taken in order to resolve the matter.
- iii. A final formal written statement or offer as to further action will then be submitted to you, detailing the outcome of the internal investigation. This response will be completed within 15 working days of receipt of your written complaint.
- iv. If you feel that the final formal written statement fails to address your complaint, you will be provided with details of our external complaints procedure, which includes redress to the appropriate service.

For consumer client complaints we operate two redress mechanisms. If your complaint relates to valuation, land measurement, auctions, building surveys or professional advice, you will be directed to the Centre for Effective Dispute Resolution (CEDR), 70 Fleet Street, London, EC4Y 1EU.

If your complaint relates to residential lettings, residential property management or residential estate agency then you will be directed to the Property Redress Scheme (PRS), Lumiere, Suite 1-3, 1<sup>st</sup> Floor, Elstree Way, Borehamwood, WD6 1JH.

For commercial client complaints, you will be directed to the Arbitration/Neutral Evaluation Procedure for Surveying Disputes, which is a business-to-business redress mechanism. The contact details for this scheme are: The Arbitration/Neutral Evaluation Procedure for Surveying Disputes, IDRS Limited, 70 Fleet Street, London, EC4Y 1EU. Tel: 020 7520 3800.