RR CONSULTANCY

R RUSSELL CONSULTANCY LIMITED (TRADING AS RR CONSULTANCY) COMPANY NUMBER - 10974044

Complaints Handling Procedure

R Russell Consultancy Limited (trading as RR Consultancy and referred to in this procedure as RR Consultancy) is regulated by the Royal Institution of Chartered Surveyors (RICS) and is a member of The Property Ombudsman (TPO) scheme. We are committed to providing a high standard of service to all our clients and customers. If something goes wrong, we want to know about it promptly so that we can try to put matters right.

This Complaints Handling Procedure (CHP) is maintained in accordance with the RICS Rules of Conduct, the RICS professional standard on complaints handling (1st edition, reissued October 2023), and the requirements of The Property Ombudsman scheme. It should be read in conjunction with our Terms of Business.

This CHP is reviewed periodically by the Director of the firm. We maintain a complaints log and, where appropriate, will notify or consult our professional indemnity insurers or brokers in accordance with the terms of our policy.

In this CHP, references to “we”, “us” or “our” are to RR Consultancy and references to “you” or “your” are to the person making the complaint.

1. What is a complaint?

For the purposes of this procedure, a complaint is any expression of dissatisfaction, whether oral or written, and whether or not justified, about our provision of, or failure to provide, a professional service or about our conduct.

A complaint need not involve an allegation of financial loss. It includes any situation where a client or other person considers that they have not received the standard of service they expected from us, or that they have been treated unfairly.

2. How to make a complaint

If you wish to make a complaint, you may do so by any of the following means:

a. In writing: The Complaints Handler, RR Consultancy, Lower Ground Floor, 47 Southgate Street, Winchester, SO23 6EH.
b. By email: rr@rrconsultancy.co.uk.
c. By telephone: 07761 204040.
d. In person at our offices.

We will accept complaints made by a third party acting on your behalf, provided that we receive written confirmation of their authority to do so.

When making a complaint, it will assist us if you can provide your name and contact details, the property or matter to which the complaint relates, the name of any individual at RR Consultancy who has been dealing with the matter, the nature of the complaint, and the outcome you are seeking.

If the complaint is made by telephone or in person, we will record the details promptly and confirm them to you in writing.

3. Our complaints procedure

Stage 1 – Acknowledgement

We will aim to acknowledge your complaint in writing within 3 working days of receipt. The acknowledgement will confirm the name and contact details of the person who will be handling your complaint (the Complaints Handler). Where the complaint concerns a specific individual, it will, where practicable, be reviewed by someone other than that individual. However, as RR Consultancy is a sole-director and single-employee firm, this may not always be possible. We will also provide you with a copy of this CHP if you do not already have one.

Stage 2 – Investigation

The Complaints Handler will investigate the complaint by reviewing the relevant file and documentation held by us, speaking to the relevant staff member or members, and considering the matters raised. The Complaints Handler may contact you during the investigation to seek clarification or additional information. All material correspondence and records relating to the complaint will be kept together on a dedicated complaint file or record.

Stage 3 – Response

We aim to send you a detailed written response within 15 working days of receiving your complaint or, where that is not possible, as soon as reasonably practicable after explaining the reason for the delay and when we expect to respond. The response will set out:

- a summary of the complaint as we understand it;
- the results of our investigation;
- our conclusions and, where appropriate, any offer we consider fair to resolve the matter; and
- details of how you may escalate the matter if you remain dissatisfied.

Where a complaint is not upheld, we will explain why, referring where appropriate to our Terms of Business, the specific circumstances of the instruction, or other relevant factors.

Stage 4 – Further review (where practicable)

If you remain dissatisfied after our Stage 3 response, you may ask us in writing to reconsider the matter within 15 working days of receiving that response. Where a further internal review is practicable, we will carry it out and issue our final viewpoint in writing within 15 working days of receiving your request, or within such other period as may be agreed with you or notified to you. Where, because of the size of the firm, a further internal review is not practicable, our Stage 3 response will constitute our final viewpoint and you may then refer the matter to The Property Ombudsman if eligible.

Stage 5 – Final viewpoint

Following any Stage 4 reconsideration, or earlier where we consider the internal procedure exhausted or a further internal review is not practicable, we will issue our final viewpoint letter. This letter will confirm our final position on the complaint, any offer of redress, and details of your right to refer the matter to The Property Ombudsman if you remain dissatisfied and the complaint falls within its jurisdiction.

4. Timescales

We aim to complete our internal complaints procedure as quickly as possible. If we are unable to provide a final viewpoint within 8 weeks of receiving your complaint, we will write to you explaining why and confirming that you may, if eligible, refer the matter to The Property Ombudsman without waiting further.

5. Referral to The Property Ombudsman

If you remain dissatisfied after receiving our final viewpoint letter, or if 8 weeks have elapsed since you first raised your complaint with us, you may refer the matter to The Property Ombudsman. The Property Ombudsman provides a free, independent and impartial redress service for eligible complaints falling within its jurisdiction.

Any referral to The Property Ombudsman should normally be made within 12 months of the date of our final viewpoint letter. We will not prevent or discourage you from referring a complaint to The Property Ombudsman, to RICS, or to any other appropriate regulatory body.

The Property Ombudsman contact details are:

The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL
Telephone: 01722 333 306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

The Property Ombudsman will not normally consider a complaint unless it has first been through our internal complaints procedure. Further information about TPO's process is available on its website.

6. Referral to RICS

As a firm regulated by RICS, you also have the right to raise concerns about our conduct or competence with RICS directly. RICS can investigate matters relating to breaches of the RICS Rules of Conduct and professional standards. A referral to RICS is separate from a referral to The Property Ombudsman. RICS does not provide a financial dispute resolution service or make financial awards.

RICS
12 Great George Street
London
SW1P 3AD
Email: regulation@rics.org
Website: www.rics.org

7. Your right to pursue other remedies

Nothing in this procedure restricts your right to pursue your complaint through the courts or any other legal process. As set out in our Terms of Business, your right to pursue any dispute through the courts is not affected by this complaints procedure or the option to resolve a dispute through The Property Ombudsman or any other form of alternative dispute resolution.

8. Professional indemnity insurance

Upon receipt of a complaint, we will consider whether the matter should be notified to our professional indemnity insurers in accordance with the terms of our current policy. Where appropriate, we will also seek guidance from our broker or legal advisers. No admission of liability or settlement offer will be made without first consulting our insurers where required by the terms of the policy.

9. Recording and monitoring

We maintain a complaints log in which all complaints are recorded when they are received, including details of the complaint, the steps taken to investigate and resolve it, and the outcome. Complaints records will be retained for at least six years and will be made available to RICS, The Property Ombudsman or any other competent authority where lawfully required.

We review complaints data periodically to identify any recurring issues, training needs, or areas where our service can be improved. Where a complaint is found to be justified, we will take steps to reduce the risk of recurrence. Where a complaint is not upheld, we will still consider whether any lessons can be learned or whether any misunderstandings could be reduced in future.

10. Confidentiality and data protection

All complaints will be treated in confidence. We will process any personal data provided in connection with a complaint in accordance with applicable data protection legislation, including the UK GDPR and the Data Protection Act 2018. Further details of how we process personal data are set out in our privacy notice, which is available on request. If you refer your complaint to The Property Ombudsman, we may be required to share relevant information and documentation with them for the purposes of investigating the dispute.

11. Limitation of liability

Any offer of redress or settlement made under this complaints procedure is without prejudice to our position as set out in our Terms of Business, except to the extent expressly stated in that offer. Acceptance of any offer made under this procedure shall constitute full and final settlement of the complaint to which it relates.

12. Contact details

If you wish to make a complaint or have any questions about this procedure, please contact us at:

The Complaints Handler
RR Consultancy
Lower Ground Floor
47 Southgate Street
Winchester
SO23 6EH

By email: rr@rrconsultancy.co.uk.

By telephone: 07761 204040.

This Complaints Handling Procedure was last updated on 26 October 2026 and is published on our website at www.rrconsultancy.co.uk. It was last reviewed by Richard Russell MRICS, Director, on 14 October 2026.