

Complaints Handling Procedure

Firm	Fairway Building Consultancy Ltd
RICS registration	Firm number 926587
Date approved	14 September 2026
Next review	14 September 2027
Procedure owner	Glen Hardingham, Director

Our approach

Fairway Building Consultancy Ltd is regulated by the Royal Institution of Chartered Surveyors (RICS). We aim to provide a professional and reliable service, but if someone is dissatisfied with our work, we want them to tell us so that we can consider the matter properly.

This procedure has two stages. We will first investigate the complaint and try to resolve it. If that is not possible, the complainant may be able to refer the matter to an independent dispute resolution provider approved by the RICS Standards and Regulation Board.

A copy of this procedure is available on our website and on request. We also draw it to clients' attention when agreeing our terms of engagement.

What is a complaint

A complaint is any expression of dissatisfaction about Fairway Building Consultancy Ltd, anyone acting on our behalf, or the professional services we have provided. A complainant does not need to use the word complaint for the matter to be treated as one.

A complaint may concern:

- the quality of our advice or professional services
- a report, survey, inspection, assessment or other professional output
- delay or a failure to respond
- communication, administration or fees
- the conduct of a director, employee, consultant or representative
- another matter connected with the service we have provided

A complaint may be made by email, post or telephone. We encourage complainants to write to us where possible, as this helps us understand the issues and the outcome being sought. If a complaint is made by telephone, we will make a written record and may ask the complainant to confirm it. Reasonable adjustments will be made where required.

Stage 1 Internal review

Complaints should be sent to:

Contact	Glen Hardingham, Director
Address	Fairway Building Consultancy Ltd, 1st Floor, Office Suite 4-316e, Ilford Lane, Ilford, Essex IG1 2LT
Email	enquiries@fairwaybc.com
Telephone	0203 576 5118
Website	www.fairwaybc.com

It is helpful if the complaint includes:

- the complainant's name and contact details
- the property, project or instruction concerned
- a clear summary of the complaint
- copies of relevant correspondence or documents
- the outcome being sought

We will acknowledge the complaint within seven calendar days. The acknowledgement will identify the person dealing with it, provide a reference and include a copy of, or link to, this procedure.

Glen Hardingham will normally coordinate the investigation. If the complaint concerns Glen, or he was directly involved in the matter, it will, where reasonably practicable, be considered by another suitably senior person who was not directly involved or by an appropriate independent reviewer.

The investigation may include a review of the terms of engagement, project file, correspondence, reports, site records and any other relevant information. We may ask the complainant for further information where this is needed to understand the complaint properly.

We will aim to provide a written response within 21 calendar days of receiving the complaint. If more time is needed, we will write before that period expires, explain why and confirm when a full response is expected.

Our response will set out:

- our understanding of the complaint
- the enquiries we have made
- our findings
- whether the complaint is upheld, partly upheld or not upheld
- any action we have taken or propose to take
- the next steps available if the complainant remains dissatisfied

Professional indemnity insurance

When a complaint is received, we will consider whether it needs to be notified to our professional indemnity insurers. Where necessary, we may notify our insurers and obtain advice from our insurance broker, legal advisers or another appropriate professional. This will not prevent us from acknowledging and handling the complaint under this procedure.

Stage 2 Independent redress

If the complaint has not been resolved through Stage 1, we will issue a written final response and explain the appropriate independent redress arrangements.

Consumer clients

For consumer clients, we have selected the Centre for Effective Dispute Resolution (CEDR). CEDR operates the RICS Independent Adjudication Service for eligible consumer complaints.

Address	100 St Paul's Churchyard, London EC4M 8BU
Telephone	020 7536 6000
Email	info@cedr.com
Website	www.cedr.com/consumer/rics/overview

The service is free to the consumer. A consumer may normally apply once eight weeks have passed since the complaint was first made, or sooner if we confirm in writing that we cannot resolve it. CEDR decides whether a complaint is eligible under its current service rules.

Business clients

An unresolved dispute with a business client may, where appropriate, be referred to the RICS Dispute Resolution Service.

Address	55 Colmore Row, Birmingham B3 2AA
Telephone	020 7334 3806
Email	drs@rics.org
Website	www.rics.org/dispute-resolution-service

RICS provides mediation, adjudication, arbitration and expert determination. The appropriate route will depend on the dispute, the contract and any agreement required between the parties. Fees may apply. Nothing in this procedure prevents a complainant from obtaining legal advice or contacting RICS or another regulator.

Complaints log

We maintain a complaints log. It records the date and manner in which a complaint was received, the complainant and project details, the person or service concerned, the complaint handler, the investigation and correspondence, any notification to insurers, RICS or an independent redress provider, the outcome and the date the matter was closed. It also records reasonable adjustments and any training or procedural change arising from the complaint. Senior management reviews the log periodically.

Confidentiality and data protection

Complaints will be handled confidentially and in accordance with data protection requirements. Information will only be shared where needed to investigate or resolve the complaint, or where disclosure is required by our insurers, professional advisers, RICS, an independent dispute resolution provider, another regulator or the law.

Review and staff awareness

This procedure will be reviewed at least once a year and sooner if there is a change in RICS requirements, our professional indemnity insurance, the structure of the business or a lesson arising from a complaint. The review date and reviewer will be recorded. Anyone handling complaints for Fairway Building Consultancy Ltd is expected to understand and follow the procedure.