

### **Barnsdales Group Complaints Policy**

1. Any complaints received must be logged with the Office Manager who will log them on Monday.com
2. The Head of Department will be notified via Monday.com and will be responsible for managing the complaint throughout its duration.
3. All complaints will be reported by the Office Manager at the monthly management meetings and discussed where necessary.
4. Complaints must **be acknowledged to the complainant by the department head within 24 hours.**
5. The Head of Department will research the case and will reply to the complainant **within a maximum of 5 working days. This response is to be logged on Monday.com**
6. If the complainant does not accept the response, we will then send out our Complaints Handling Procedure – **within 24 hours, only at this point is the complaint formally logged for the purposes of compliance with the RICS.**
7. The Head of Department will be responsible for tracking the complaint and handing all future questions.
8. If a point is reached where lawyers or our companies insurers need to be informed then the complaint will be brought to the attention of Jason Barnsdale as Managing Director.
9. Once a complaint has been concluded Monday.com should be updated and the case closed down.