

Formal Complaints Procedure

Norse Consulting Group Ltd / Hamson Barron Smith is committed to providing high quality services which meet the expectations of our customers and the requirements of relevant external regulators. In the unfortunate event a customer feels dissatisfied at the service they have received; customers may submit a complaint in accordance with this procedure.

Wherever possible in the first instance we would expect the Director overseeing your commission to resolve your complaint within the local Office.

As a regulated RICS firm Norse Consulting Group Ltd / Hamson Barron Smith, we have in place a Complaints Handling Procedure (CHP) to enable you to escalate issues or concerns that you have been unable to resolve with your local Office. The CHP meets the regulatory requirements of the RICS.

Our CHP has two stages. Stage one of the CHP gives our company the opportunity to review and consider your complaint in full. Our company will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to Stage two. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

STAGE ONE

If you have been unable to resolve your complaint with our local office, you may escalate the matter by writing to us. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please provide as much detail as possible including:

- the office you have been in contact with,
- what service we were providing,
- where you consider we have failed to meet expected standards, and
- what solution you would ideally like to achieve.

You can write to us at:

Address: Hayworthe House, Market Place, Haywards Heath, West Sussex, RH16 1DB

Email: admin@hamsonbarronsmith.com

We will acknowledge receipt of your complaint within 5 working days. Your case will then be assigned to one of our discipline Directors who will investigate the circumstances of your complaint including contacting the local office and we will provide a summary of our findings within 15 working days of the acknowledgement. If you are still not satisfied you may contact us again, we will have a further 15 working days to provide a Final Response which will be overseen by a Senior Director.

STAGE TWO

If you are still not satisfied when you have received our Final Response, you will have the opportunity to take your complaint to an independent redress provider. There are different providers depending on who you are and the type of service your complaint relates to; we will recommend in our Final Response which redress scheme is appropriate.

If you are a BUSINESS the RICS Dispute Resolution Service (DRS) provides services to resolve disputes in land, property, and construction. This service may be used on a case-by-case basis with the agreement of both parties.

The contact details for the DRS are:

RICS Dispute Resolution Service, 55 Colmore Row, Birmingham, B3 2AA

T: 020 7334 3806

E: drs@rics.org

W: <https://www.rics.org/uk/products/dispute-resolution-service/>

If you are a CONSUMER our redress provider is:

<https://www.ombudsman-services.org/> (for individual consumers)

Document No and Name:	Version No:	Date:	Retention Period:	Page No:
xxxxx HBS Complaint Handling Procedure	2	November 2021	10 Years	Page 2 of 2