

## PROCEDURE FOR HANDLING COMPLAINTS

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If you have a complaint that you cannot resolve with the Director responsible for dealing with your instruction, then this note sets out the procedure which we will follow in dealing with that complaint.

1. You should contact:

The Compliance Director  
CBRE Limited  
Henrietta House  
Henrietta Place  
London W1G 0NB  
Tel: 020 7182 2886

Where your complaint is initially made orally, we will write to you confirming our understanding of your complaint and ask you to confirm it is correct before we investigate, or you can send a written summary of your complaint to the Compliance Director.

2. Once a complaint has been received we will contact you in writing within seven working days to inform you of how we will be investigating your complaint.
3. Within twenty working days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken. In some instances your complaint may take longer than this to investigate, if so we will write to you to inform you of our progress.
4. If, in the case of a consumer complaint, the matter has still not been resolved to your satisfaction, we will agree to the referral of your complaint to the Ombudsman Service: Property (<http://www.ombudsman-services.org/property.html>) of which we are a member and we will comply fully with their rules and procedures. However you should note that there is a time limit to refer your complaint to the ombudsman which is 12(twelve) months from the date of the Final Management Decision Letter.
5. If in the case of a business to business complaint the matter has still not been resolved to your satisfaction, we will agree to the referral of your complaint to The Neutral Evaluation Procedure for Surveying Disputes operated by IDRS Limited, 24 Angel Gate, City Road, London EC1V 2PT ([www.idrs.ltd.uk](http://www.idrs.ltd.uk)) from whom details of the scheme may be obtained.