

Lakesside Ltd - Complaints Handling Procedure

As a regulated RICS firm, we have in place a CHP, which meets the regulatory requirements. Our CHP has two stages.

Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm 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 spoken to us about your complaint, please put the details of your complaint in writing. 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 send your written complaint to:

Emily Mossop - Director
Unit 7b Lakeland Business Park Cockermouth United Kingdom CA13 0QT
This must also be copied by email to lakessideltd@outlook.com

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

Stage Two

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

For Consumer Clients:

Centre for Effective Dispute Resolution (CEDR)
Telephone: 020 7536 6000
Email Address: surveyors@cedr.com
Website <https://www.cedr-assist.com>
Address: 100 St Paul's Churchyard, London, EC4M 8BU

Business-to-Business Clients:

Centre for Effective Dispute Resolution (CEDR)
Telephone: 020 7536 6000
Email: info@cedr.com or adr@cedr.com
Website <https://www.cedr.com>
Address: 100 St Paul's Churchyard, London, EC4M 8BU

In instances involving mediation, at the conclusion of the complaints-handling process, a complainant may, in certain circumstances, refer the matter to the Civil Mediation Council (CMC). Such referrals are considered having regard to whether the matters raised could amount to Serious Professional Misconduct and could thereby meet the requisite high threshold of seriousness. Please note that, as a CMC referral relates only to matters which could give rise to Serious Professional Misconduct, this is not a route to compensation, redress, or resolution, and cannot be used to appeal, change, or otherwise alter or overrule the outcome of a CHP. Further information is available at: www.civilmediation.org/concerns.