

# Complaints Handling Procedure



RCP Commercial Consultancy is committed to providing a high level of service to our customers. If you have experienced a problem we need you to tell us about it so we can work with you to resolve the matter as quickly and efficiently as possible.

The appointed person within RCP Commercial Consultancy who deals with complaints is Keiron McCafferty Smith (Principal).

We request you address your complaint in writing to: [keiron.mccaffertysmith@rcpcommercial.com](mailto:keiron.mccaffertysmith@rcpcommercial.com).

The following procedure will be followed when a complaint is made to us:

## Stage 1: Internal complaints procedure

1. If a verbal complaint is made, the complainant will be requested to make the complaint in writing.
2. On receipt of a written complaint, the complaint will be acknowledged within 7 days.
3. The complaint will be given full consideration by the person appointed to investigate the complaint.
4. Every effort will be made to respond fully to the complaint within 28 days. If the complaint cannot be responded to fully, an update will be given.
5. If the complaint cannot be resolved, the complainant will be advised in writing that the internal complaints procedure (Stage 1) has been exhausted. Details of the independent redress mechanism (Stage 2) will be included.

## Stage 2: Independent redress mechanism

Where stage 1 has been exhausted and the complaint has not been resolved, provision has been made for the complainant to take its case to an independent redress mechanism should they wish to.

The independent redress mechanism used by RCP Commercial Consultancy is The Centre for Effective Dispute Resolution (CEDR). The contact details for CEDR are:

### Centre for Effective Dispute Resolution

The International Dispute Resolution Centre, 70 Fleet St, London EC4Y 1EU

t 020 7536 6000

e [info@cedr.com](mailto:info@cedr.com)

w [www.cedr.com](http://www.cedr.com)