

Complaints Handling Procedure (RICS-Compliant)

Applicable to all clients and service users of the following firms:

- **BSR Properties Ltd t/a Keystone Property Management Ltd (KPM)**
- **Neston Property Management Ltd (NPM)**

1. Introduction

As a **RICS-regulated firm**, we are required to operate a **clear, fair and transparent Complaints Handling Procedure (CHP)**. This procedure complies with **RICS Rule 7**, which mandates that regulated firms must maintain a CHP and make it available to anyone entitled to complain.

A complaint is defined by RICS as **any expression of dissatisfaction**, whether verbal or written, from a person to whom the firm owes a duty of care.

This CHP has **two formal stages**:

1. **Internal Review** by a senior member of staff or designated complaints handler.
2. **Independent Redress** through The Property Redress Scheme (KPM mem no.:PRS038434), (NPM mem no.: NPM) provider if the complaint cannot be resolved internally.

2. How to Make a Complaint

If you are dissatisfied with any aspect of our service, please submit your complaint **in writing**, so we can fully understand your concerns.

Please write to:

Bruce Riley MRICS,

Managing Director

Keystone Property Man. and Neston Property Man.

38-40 King Street

Wallasey

Wirral, CH448AU

Office@keystonepm.co.uk

We will log your complaint into our **Complaints Register**, as required by RICS.

3. Stage One – Internal Investigation

Acknowledgement

We will **acknowledge your complaint within 3 working days** of receiving it.

Investigation

Your complaint will be reviewed by a **senior and independent member of the firm**, not involved in the matter complained about, ensuring impartiality.

Timescale

We will provide a **full written response within 15 working days**.

If we are unable to do so, we will provide an update and a revised timescale.

Outcome

Our written response will confirm:

- The findings of the investigation
 - Whether your complaint has been upheld
 - Any steps taken to resolve or prevent recurrence
- If you are dissatisfied with the outcome, you may proceed to **Stage Two**.

4. Stage Two – Independent Redress

If we cannot resolve your complaint internally—or if **eight weeks** have passed without resolution—you may escalate the matter to The Property Redress Scheme an **independent RICS-approved redress provider** or for Business Clients directly with the RICS Dispute Resolution Service (DRS)

Contact information for our appointed Redress providers is:

Property Redress,

Limelight, 1st Floor,

Elstree Way,

Borehamwood,

Hertfordshire, WD6 1JH

Telephone: 0333 321 9418 Email: info@propertyredress.co.uk

For Business Clients:

RICS Dispute Resolution Service (DRS)

Surveyor Court, Westwood Way

Coventry
CV4 8JE
Email: drs@rics.org
Tel: 020 7334 3806

These independent bodies will review the complaint and issue a final decision.

5. Record Keeping

We will maintain full records of:

- The complaint
- All correspondence
- Investigation notes
- Outcome and actions taken

Records are stored securely for **a minimum of 6 years**, consistent with RICS expectations.

6. Professional Indemnity Insurance (PII) Notification

Where required, we will notify our PII insurers of any complaint that has the potential to give rise to a claim, in line with RICS guidance.

7. Staff Training

All staff receive training on this procedure and are made aware of their responsibilities in recognising, reporting and supporting complaint management.

8. Monitoring & Review

This CHP is reviewed **annually** to ensure continuing compliance with RICS standards and to implement improvements where needed.