

RICS REGULATIONS RULE 7 - COMPLAINTS HANDLING PROCEDURE

We are a company that is regulated by RICS and as such we are required to have in place a Complaints Handling Procedure. If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

Ballantynes Scotland Limited is committed to providing high quality advice and services. We acknowledge however, that there may be instances where we get things wrong or make mistakes. To deal with this, we have a Complaints Procedure. We will deal with your complaint. We will not ignore a complaint. In fact, it may help us to see where our services or procedures might be improved. If you feel we have made a mistake or undertaken something which you found unsatisfactory or unacceptable, do let us know, even if you do not think your particular concern amounts to a 'complaint'.

How to Complain:

1. A person has been appointed in each of our offices to deal with complaints, and you should not hesitate to contact the relevant director of the firm as shown below:

Edinburgh – Rory Ballantyne FRICS – 30 Stafford Street, Edinburgh EH3 7BD – Tel: 0131 459 2222

Perth – Gordon McKenzie – 30 Stafford Street, Edinburgh EH3 7BD – Tel: 0131 459 2222

Note: Should your complaint be against one of the directors named above, please contact the other named director in the other office.

2. Where your complaint is initially made verbally, you will be requested to send a written summary of your complaint to the person dealing with it.

3. Once we have received your written summary of the complaint, we will contact you in writing within seven days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.

4. Within twenty-one 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 his investigation and to let you know what actions have been or will be taken.

5. We aim to ensure all complaints are resolved via our internal complaints procedure outlined above, however if this is not possible or you wish to pursue the matter further then the following Alternative Dispute Resolution options are available:

Private Individuals

The Property Redress Scheme

Premiere House 1st Floor

Elstree Way

Borehamwood

Hertfordshire WD6 1JH

T.0208 275 7131

Email: info@theprs.co.uk

Business to business disputes

RICS Dispute Resolution Service

Surveyor Court

Westwood Way

Coventry

CV4 8JE

Tel: 020 7334 3806

Email: drs@rics.org

30 Stafford Street, Edinburgh EH3 7BD
Tel: 0131 459 2222 Fax: 0131 226 3739
www.ballantynes.uk.com

Also at: 28 York Place, Perth PH2 8EH Tel: 01738 441825