

# Complaints Handling Procedure (CHP)



## 1. Introduction

This document sets out the Complaints Handling Procedure for Thomas Murray Property in accordance with the professional standards of the Royal Institution of Chartered Surveyors (RICS).

We are committed to providing a high level of service to all clients. If you are dissatisfied with any aspect of our service, we encourage you to inform us so that we can address your concerns promptly and fairly.

This procedure explains how complaints are handled and identifies the independent redress mechanism available should the complaint not be resolved internally.

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## 2. What is a Complaint

A complaint is defined as an expression of dissatisfaction from a client or stakeholder relating to the services provided by Thomas Murray Property, its employees, or representatives.

Complaints may relate to, but are not limited to:

Professional service delivery

Communication

Fees or billing

Conduct of staff

Compliance with professional standard

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### 3. Stage 1 – Initial Complaint Handling

If you have a complaint, please contact us in writing with the details of your concerns.

#### Contact:

Tom Murray, AssocRICS

Owner and Director

Thomas Murray Property

7 Dalrymple Street

Girvan

KA26 9EU

[tm@thomasmurrayproperty.com](mailto:tm@thomasmurrayproperty.com)

01465 713498

Please include:

Your name and contact details

Details of the service provided

A clear description of the complaint

Copies of any supporting documentation

#### Acknowledgement

We will acknowledge receipt of your complaint within 7 days of receiving it.

#### Investigation

The complaint will be investigated by the Complaints Handling Officer or another senior member of the firm who has not been directly involved in the matter.

#### Response

We aim to provide a full written response within 28 days of receiving the complaint. If additional time is required, we will inform you of the reason and expected timeframe.

If you remain dissatisfied with the response provided under Stage 1, the complaint will be referred to an independent reviewer who is unconnected with the firm.

The independent reviewer will review the complaint and the firm's response and provide an impartial opinion. The firm will notify the complainant of the outcome following the independent review.

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#### 4. Stage 2 – Independent Review (External Person)

Because Tom Murray of Thomas Murray Property is a sole practitioner, the complaint will be reviewed by an independent third party who has not been involved in the matter.

This will be |

Graeme Stewart, MRICS

Shepherds Surveyors

22 Miller Road

Ayr

[g.stewart@shepherd.co.uk](mailto:g.stewart@shepherd.co.uk)

01292 267987

Mr Stewart will review -

| the complaint

| Tom Murray's response

| supporting documents

Mr Stewart will issue an independent opinion on whether the complaint is justified.

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## 5. Stage 3 – Independent Redress

If the complaint cannot be resolved internally, you have the right to refer the matter to an independent redress mechanism approved by the Royal Institution of Chartered Surveyors.

Our appointed redress scheme is:

CEDR – Consumer Mediation Service

Contact details:

CEDR

100 St. Pauls Churchyard

London EC4M 8BU

(t) 020 7536 6000

Website: <https://www.cedr.com>

CEDR provides an independent and impartial mediation service to help resolve disputes between consumers and RICS-regulated firms.

The referral should normally be made within 12 months of our final response.

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## 6. Confidentiality

All complaints will be handled confidentially and in accordance with applicable data protection legislation.

Information provided during the complaints process will only be used for the purpose of resolving the complaint.

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## 7. Monitoring and Continuous Improvement

Thomas Murray Property maintains a record of all complaints received. Complaints are reviewed periodically to identify:

- recurring issues
- service improvements
- training needs

This helps ensure we continually improve the services we provide.

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## 8. Availability of this Procedure

A copy of this Complaints Handling Procedure is available:

- upon request
- on our website (if applicable)
- at the commencement of our services where required by regulation.