

20 June 2007

## **Midas Corporate Consulting - Complaint Handling Procedure**

This paper sets out the procedure Midas will follow in dealing with any client complaint:

1. We have appointed Andrew Pegg to deal with complaints. If you have a question or if you would like to make a complaint, then please don't hesitate to contact him.
2. If you have initially made your complaint verbally – whether face-to-face or on the phone - please also make it in writing, addressed to Andrew Pegg.
3. Once we have received your written complaint, Andrew Pegg will contact you in writing within seven days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this
4. Within twenty-one days of receipt of your written summary, Andrew Pegg will write to you, to inform you of the outcome of his/her internal investigation into your complaint and to let you know what actions we have taken or will take
5. If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, feel free to contact Paul Goward Partner, Druces & Attlee solicitors, Salisbury House, London Wall, EC2M 5PS Tel: 020 7638 9271 who will personally conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review
6. Alternatively, if you remain dissatisfied with any aspect of our handling of your complaints, then we can discuss whether we can agree to enter go to mediation according to either Centre for Dispute Resolution (CEDR) or the mediation process run by the Royal Institution of Chartered Surveyors
7. If you are still unhappy with the result of any of the above, you can refer your complaint to the Surveyors Arbitration Scheme if it falls within the scope of the Scheme. This scheme is operated by the Chartered Institute of Arbitrators, 24 Angel Gate, City Road, London EC1V 2RS from whom you can obtain details of the Scheme