RELTIC

FIRM POLICY

Complaints Handling Procedure

PREPARED BY

Reltic · Independent Commercial Advisory

FIRM POLICY

DATE

27 November 2026

1. PURPOSE

This procedure explains how Reltic Construction Consultants Ltd deals with complaints about our services, how long each step takes, and how you can take an unresolved complaint to an independent body free of charge if you are a consumer.

Item	Detail
Firm	**Reltic Construction Consultants Ltd**
Company number	**12581120 (registered in England and Wales)**
Office	**Office 676, 60 Tottenham Court Road, London W1T 2EW**
Telephone	**020 3576 2851**
Website	**reltic.co.uk**
Effective from	**27 November 2026**
Next review	**27 November 2027**
Owner	**Adrian Pereszczak AssocRICS, Director and Responsible Principal**

2. HOW TO MAKE A COMPLAINT

If you are unhappy with any part of our service, please tell us so we can put it right. Making a complaint does not affect your legal rights.

Please send your complaint in writing to our Complaints Handling Officer, who is your single point of contact throughout:

Contact	Detail
Complaints Handling Officer	**Adrian Pereszczak AssocRICS, Director**
Email	**adrian@reltic.co.uk**
Post	**Reltic Construction Consultants Ltd, Office 676, 60 Tottenham Court Road, London W1T 2EW**
Telephone	**020 3576 2851**

If you raise a complaint by telephone, we will write down what you tell us and send you a copy to confirm we have understood it.

Please include your name and contact details, the project or address concerned, what went wrong, and what you would like us to do to put it right.

3. HOW WE DEAL WITH YOUR COMPLAINT

We aim to resolve every complaint within 8 weeks of receiving it, in two stages.

Step	What we do	Timescale
Acknowledgement	We confirm in writing that we have received your complaint, who is dealing with it and when you will hear from us.	Within 7 days of receipt
Stage 1: investigation and response	We review our files and correspondence, speak to you if needed, and send you a written response setting out our findings and any proposal to put things right.	Within 28 days of receipt
Stage 2: review	If you are not satisfied with our Stage 1 response, tell us in writing within 28 days. We will review the complaint again in full, including any new information you provide, and send our final written response.	Within 21 days of your request

If we need more time at any step, we will write to you before the deadline, explain why and give a new date. Our final response will tell you that our internal procedure has ended and how to refer the complaint to the independent service in Section 4.

4. INDEPENDENT REVIEW BY CEDR

If we have not resolved your complaint, you can refer it to the Centre for Effective Dispute Resolution (CEDR), the independent dispute resolution provider we use.

Consumer clients

Individuals not acting in the course of a business can use CEDR's RICS adjudication service free of charge. You can apply once you have received our final response, or once 8 weeks have passed since you first complained. You must apply within 12 months of our final response, and the service covers claims for compensation of up to £25,000.

Business clients

Business clients can refer an unresolved complaint to CEDR for mediation or adjudication on terms agreed with CEDR at the time.

CEDR	Detail
Address	**CEDR Services Ltd, 100 St Paul's Churchyard, London EC4M 8BU**
Telephone	**020 7536 6116**
Email	**surveyors@cedr.com**
Website	**cedr.com/consumer/rics**

CEDR is independent of Reltic and of RICS. Using it does not stop you from taking legal action instead.

5. RECORDS AND REVIEW

We record every complaint in our complaints log, including verbal complaints, with the dates, the actions taken and the outcome. Where a complaint could lead to a claim, we notify our professional indemnity insurers as our policy requires, and this procedure is operated in line with that policy.

The Director reviews this procedure and the complaints log at least once a year, records the date of each review, and updates the procedure when our services or our dispute resolution arrangements change. A copy of this procedure is available on our website and on request, and our terms of appointment refer to it.

RELTIC

INDEPENDENT COMMERCIAL ADVISORY

ADDRESS

Office 676, 60 Tottenham Court Road, London W1T 2EW

EMAIL

office@reltic.co.uk

PHONE

020 3576 2851

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It does not affect your legal rights. Current version: 27 November 2026.

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