



Focus Consultants: Complaints Procedure

Purpose

We are proud of our relationship with our customers and clients and welcome feedback at any time, to ensure this positive relationship continues.

However, should any negative feedback not be satisfactorily resolved, we provide this procedure to ensure that any questions or problems experienced by our customers and clients are quickly aired and resolved, and we therefore encourage its use to facilitate this.

This procedure is not contractual but aims to set out how we normally deal with such issues.

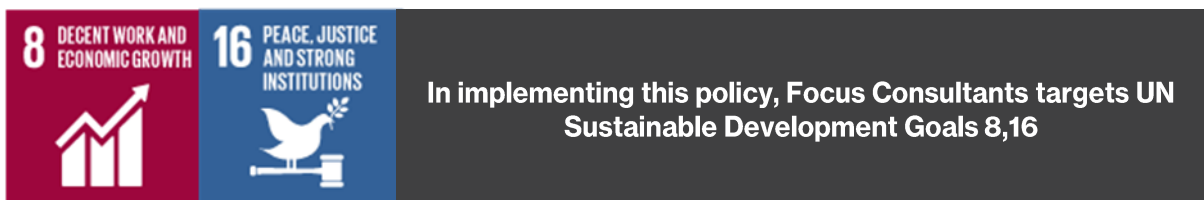
Scope

This policy is available for any customers and clients to use but may also be used by any member of the public who may wish to raise any issue with us.

A complaint may cover the standards, performance, decisions or actions of one or more of our operatives, or may relate to our products or services, or to our organisation generally.

Impact

We set annual SMART objectives and plan our corporate responsibility initiatives by targeting actions under the banners of Environment, Society and Governance and logging these centrally. Focus strives to advance our contributions to the UN Sustainability Development Goals through all company policies and activities. This policy is designed to primarily contribute to the following goals:



Procedure

The Partner responsible for each department from within our Senior Management Team deals with any complaints that may arise during the course of a project. Should an initial approach not result in the required resolution, the following procedure should be used:

Stage 1

- Where a complaint is initially made orally, the complainant is requested to submit a written summary of the complaint to our head office address: Focus Consultants, Focus House, Millennium Way West, Phoenix Business Park, Nottingham NG8 6AS or by email to enquiries@focus-consultants.com in the first instance for passing to the appropriate individual for consideration.
- Once the written summary has been received, we will acknowledge any complaint as soon as possible, giving an indication of how long we need to investigate the matter. We aim to provide this acknowledgement within a maximum of 3 working days. We may need to contact the person raising the complaint or the supplier of particular services under the contract for more detail or to investigate further.
- Unless otherwise stated in our acknowledgement or further communication in this regard, a response is made in writing within 14 working days to outlining our understanding of the circumstances leading to the complaint. The complainant is invited to make comments in relation to this.
- At the end of our investigations, we will confirm the outcome of the complaint in writing. This will include further details of who to write to if the outcome is not considered to be satisfactory. This will usually be within twenty-one days of receipt of the written summary, unless otherwise communicated, and will include details of the actions that have been or will be taken.
- If no response is received from the complainant within 14 days of issue, we will assume the matter is resolved.

Stage 2

- If the complainant is dissatisfied with any aspect of our handling of the complaint, they should write to Jason Redfearn, Managing Partner, at the same address.
- We will aim to acknowledge this request in writing promptly, that is, within 3 working days of receipt.
- He, or a suitably independent, professionally qualified Partner will personally conduct a separate review of the complaint and will contact the complainant within 21 days to inform them of the conclusion of this review.
- The reviewer selected may depend on the technical area that is the core subject of the complaint and may likewise make contact to ascertain relevant details on which to base a decision.
- If the complainant remains dissatisfied with any aspect of our handling of the complaint, then we will attempt to resolve this in a timely manner through negotiations, or otherwise agree to enter mediation in accordance with the mediation process operated by the Royal Institution of Chartered Surveyors.

- If the complaint has still not been resolved to the complainant's satisfaction, we agree to the referral of the complaint to the Surveyors and Valuers Arbitration Scheme operated by the Chartered Institute of Arbitrators, 24 Angel Gate, City Road, London EC1V 2RS from whom details of the scheme may be obtained.

Disciplinary matters

If a complaint prompts an investigation into the behaviour, actions or competency of any of our employees, we will use our standard disciplinary/capability procedures to deal with the matter fairly. Where details of the complaint may be used as evidence in disciplinary proceedings, the third parties involved will be asked whether they agree to have their name disclosed.

Effectiveness of this procedure

We expect our employees to respond promptly and courteously to any form of complaint and to ensure that any potential dissatisfaction is reported and dealt with efficiently.

Any concerns relating to the application or effectiveness of this procedure should be reported to the Managing Partner, who will investigate further and take any appropriate action to ensure this procedure remains effective. The policy is subject to annual review by our Partners under our usual ISO 9001 procedures.



For Focus Consultants 2010 LLP
Jason Redfearn BSc (Hons) MRICS
Managing Partner
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