CALCULA

CIOB THE CHARTERED INSTITUTE OF BUILDING | Chartered Building Consultancy

Regulated by RICS

Calcula Ltd Complaints Handling Procedure

As a regulated RICS firm, Calcula has a complaints procedure in place which meets the regulatory requirements. We always aim to address any problems prior to a formal complaint being issued but if that has not been done, then please see details of our formal complaints handling procedure.

Our complaints handling procedure has two stages. Stage one gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

Stage One

If you have spoken to us about your complaint and it was unable to be resolved, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Liam M Perry BSc (Hons) MCIOB AssocRICS
Director
Calcula Ltd
E: liam.perry@calcula.co.uk
T: 01234 709 700
44 Harpur Street, Bedford, MK40 2QT

If emailed, please request that receipt is confirmed.

Stage Two

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress provider:

Centre for Effective Dispute Resolution
100 St. Paul's Churchyard, London, EC4M 8BU
T: 020 7536 6000
Email: info@cedr.com