



Complaints Policy

Our Commitment

iTango (trading as Office Solve) is committed to providing a first class service to each and every client. We recognise that there will be occasions when we may fail to achieve the very high standards we set for ourselves and which our clients expect from us. Mistakes may occur, things may go wrong or we may fail to explain something clearly. When something does go wrong, we need you to tell us about it straight away so that we can put matters right without delay. Addressing your complaint or dealing with your concern as quickly as we can is important to delivering the first class service we strive to provide.

If you have any complaint, question or concern whatsoever about the service we are providing or have provided to you we ask you to let us know immediately and we promise to deal with your complaint without delay.

How to make a complaint

- Please communicate your complaint to us as soon as possible after the cause of concern has arisen. This will allow us to investigate what may have gone wrong and put matters right as quickly as possible.
- Please raise your complaint with the Surveyor you regularly deal with in relation to the matter or instruction to which the complaint relates. If you would prefer to speak to someone else please contact the partner who is responsible for the matter or instruction.
- In some cases you may prefer to communicate with someone else, in which case please contact a partner in the firm who is known to you or alternatively please address your complaint to our client care partner, Nigel Henley. His details can be obtained from our website.

How we will handle your complaint

- When we receive an oral complaint we will respond to you initially setting out what we understand to be your complaint so that we can confirm that we have understood your concerns.
- Alternatively you may want to write to us by email or by post setting out your complaint:

iTango Building & Asset Consulting LLP, 20b Albion Road, Sutton, Surrey SM2 5TF.
- In every case we aim to acknowledge your complaint within 48 hours.
- Many complaints to professional firms result from a simple misunderstanding and in those cases we expect to be able to resolve the issue to your satisfaction without delay. In almost every case we would hope to be able to provide you with a further oral and/or written response within five working days of your original complaint. In simple cases this will be our suggested resolution but in other cases, where more detailed investigation is needed, we will let you know what we are doing and when you can expect to receive a substantive reply from us.
- We will aim to deal with all matters within 20 working days but wherever possible we hope to have dealt with your complaint, to your satisfaction, much sooner.
- As part of our substantive response we will outline the investigation we carried out and explain our conclusions and how we reached them. If we find we have not met expectations we may also explain what went wrong and propose one or more remedies to you.
- If you wish to meet with us to discuss your complaint or our response to your complaint a meeting will be arranged, usually at our offices, at a time to your convenience.

- Any information received from you during the complaints management process will be treated with upmost confidentiality. We will only make personally identifiable information about you available where needed, for the purposes of addressing the complaint within the practice.

What you should do if you are unhappy with our response

- We hope that we will be able to deal with your complaint to your satisfaction but if you are dissatisfied with our response you may have the right to refer your complaint to the RICS Dispute Resolution Service (DRS).
- You can contact the RICS DRS team at:

RICS Dispute Resolution Service, 55 Colmore Row, Birmingham B3 2AA
Call: +44 (0) 20 7334 3806
email: drs@rics.org

- You should submit your complaint to the RICS within six months of receiving a final written response from us about your complaint.

Complaints about a bill

- If your complaint relates to our bill you should raise your complaint in exactly the same way as for any other complaint.
- You may also be entitled to object to our bill by making a complaint to the RICS DRS team.
- If all or part of the bill remains unpaid, the firm may be entitled to charge interest.

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