LOOP

BUILDING CONSULTANCY

COMPLAINTS HANDLING PROCEDURE

Loop Building Consultancy Limited

Version 1.0 | November 2026

Connecting the disconnected.

Creating continuous value.

LISTEN · CONNECT · UNLOCK · DELIVER · LEARN

Document Owner	Loop Building Consultancy Limited
Version	1.0
Date Adopted	18 November 2026
Review Frequency	Annually (or following significant regulatory change)
Regulatory Framework	RICS Rules of Conduct 2021; RICS Complaints handling professional standard (UK)

01

1. Purpose and Scope

Loop Building Consultancy Limited ("the Firm") is regulated by the Royal Institution of Chartered Surveyors (RICS) and is committed to providing a high-quality professional service to all clients. We take complaints seriously and regard them as an opportunity to improve our services.

This Complaints Handling Procedure applies to all complaints received by the Firm regarding the professional services we provide. It has been prepared in accordance with the RICS Rules of Conduct 2021, which require all RICS-regulated firms to operate a written complaints handling procedure and to signpost clients to an approved Alternative Dispute Resolution (ADR) scheme.

02

2. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether written or oral, about the standard of service, actions or lack of action by the Firm, its principals, partners, members, employees or agents. This includes, but is not limited to:

- The quality or accuracy of professional advice or reports
- The conduct or behaviour of a member of staff
- Delays in providing a service or response

- Fees or billing disputes
- Failure to follow instructions or agreed service terms
- Breach of confidentiality or data mishandling

03

3. How to Make a Complaint

Complaints may be submitted by any of the following means:

In Writing	Steven Reynolds, Managing Director, Loop Building Consultancy Limited, c/o Vibrant Accountancy, The Mill, Lodge Lane, Derby DE1 3HB
By Email	info@loopbc.co.uk (please put "Complaint" in the subject line)
Complaints Handler	Steven Reynolds, Managing Director. If your complaint concerns work Steven has been involved in, another director who was not involved will handle it.

04

4. Our Complaints Procedure

Stage 1: Acknowledgement

We will acknowledge receipt of your complaint in writing (by letter or email) within 5 working days of receiving it. Our acknowledgement will:

- Confirm who is handling the complaint and their contact details
- Provide you with a reference number for your complaint
- Set out the expected timescales for our investigation

Stage 2: Investigation

A senior member of the Firm who was not involved in the matter complained about will conduct a full and impartial investigation. This will include:

- Reviewing all relevant correspondence, reports, notes and files
- Speaking with the member(s) of staff involved
- Considering the complaint against the RICS Rules of Conduct and applicable professional standards

We aim to provide you with a full written response within 28 days of acknowledging your complaint. If additional time is required (for example, due to the complexity of the matter), we will notify you of the reason for any delay and provide an updated timescale. In any event, we will respond no later than 8 weeks from receipt of the complaint.

Stage 3: Final Response

Our written final response will:

- Summarise the nature of the complaint
- Set out the findings of our investigation
- Where the complaint is upheld (in whole or in part), explain what steps the Firm will take by way of remedy
- Where the complaint is not upheld, provide clear reasons for this decision
- Inform you of your right to refer the matter to CEDR, our independent alternative dispute resolution provider, if you remain dissatisfied

05

5. Alternative Dispute Resolution: CEDR

If you are not satisfied with our final response, or if your complaint has not been resolved within 8 weeks of first being made, you have the right to refer the matter to the Centre for Effective Dispute Resolution (CEDR). CEDR is independent and is the default alternative dispute resolution provider approved by RICS for complaints about RICS-regulated firms. If you are a consumer, there is no charge to you for using CEDR; the Firm pays the case fee.

Organisation	Centre for Effective Dispute Resolution (CEDR)
Address	100 St Paul's Churchyard, London EC4M 8BU
Telephone	020 7536 6000
Email	info@cedr.com

Website	www.cedr.com

Please note: CEDR will normally only consider a complaint once you have received our final response, or 8 weeks have passed since you first complained to us.

06

6. Keeping Records

The Firm will maintain a record of all complaints received, the investigation undertaken, the outcome and any remedial actions taken. Complaints records will be retained for a minimum of 6 years. Records will be reviewed annually by the principal(s) of the Firm to identify any systemic or recurring issues that may inform improvements to our service.

07

7. Learning and Improvement

We view complaints as a valuable source of feedback. All upheld complaints, and any patterns identified from complaint records, will be reviewed to identify improvements to our processes, training needs, and professional conduct standards.

08

8. Confidentiality

All complaints will be handled in strict confidence and in accordance with our Data Protection Policy and the UK General Data Protection Regulation (UK GDPR). Information relating to your complaint will only be shared with those within the Firm who need to know in order to handle your complaint, and with CEDR if you elect to escalate your complaint.

09

9. Our Commitment

We are committed to handling all complaints:

- Promptly and within the timescales set out in this procedure
- Impartially and without prejudice to the complainant
- In a transparent and fair manner
- In compliance with RICS Rules of Conduct 2021

10

10. Availability of This Procedure

A copy of this Complaints Handling Procedure is available upon request and will be provided to clients at the outset of any engagement, as part of our Terms of Engagement. It is published on our website at loopbc.co.uk/complaints-handling-procedure and is also made available to any person who makes or indicates an intention to make a complaint.

Loop Building Consultancy Limited | Complaints Handling Procedure | Version 1.0 | November 2026 | RICS-regulated firm