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SJA Complaints Handling Procedure (CHP)

We're sorry to hear that you have felt the need to consider making a complaint. SJA has a two-stage CHP. Stage One gives us the opportunity to review and consider your complaint internally and respond to you. We will try to resolve and respond to your complaint to your satisfaction. If you are not happy with our response, following the conclusion of Stage One, you will then have the opportunity to take your complaint to Stage Two. Stage Two gives you the opportunity to have your complaint reviewed and considered by an independent assessor of our choice.

Stage One

We require that you put the details of your complaint in writing. Please write to the following address explaining the nature and extent of your complaint with as many details as necessary:

SJA Complaints Stage One
Stuart James Associates Limited
4th Floor Rex House, 4-12 Regent Street
London SW1Y 4PE

As part of your correspondence, please confirm your preferred correspondence address if different from above. We will acknowledge receipt of your complaint within 10 working days of its receipt. If we are not able to give you a full response within a calendar month of your complaint being received we will let you know. Stage One will conclude when we write to you to confirm our findings. Typically, no charge will apply for Stage One. At this point you have two options:

- 1) You are happy with the conclusions made by us and you would like to close your complaint. We will consider this to apply if we do not hear from you within 15 working days, of the findings in Stage One being posted to you.
- 2) You are not happy with the conclusions made and you would like to proceed to Stage Two. We will consider this to apply only if you write to us within 15 working days, of the findings in Stage One being posted to you, explaining why you are not happy with the conclusions

made in Stage One and explicitly asking us to proceed to Stage Two. In this instance please write to the following address:

SJA Complaints Stage Two
Stuart James Associates Limited
4th Floor Rex House, 4-12 Regent Street
London SW1Y 4PE

Stage Two – Alternative Dispute Resolution

The complaint will be reviewed by an independent assessor of our choice. In this case we would currently expect to use the following assessor however this would be further considered during Stage One.

Centre for Effective Dispute Resolution
100 St. Paul's Churchyard,
London EC4M 8BU
United Kingdom

As part of your correspondence, please confirm your preferred correspondence address if different from above. We will acknowledge receipt within 10 working days of its receipt. We will include the details of the independent assessor who will be considering the complaint. Following your subsequent approval to proceed we will then write to the independent assessor asking them to consider the complaint.

Once again we are sorry that you have felt the need to consider making a complaint and if there is anything else we can do, please do call us on 020 7228 8522.

Yours Sincerely,

Stuart James Associates Limited

Stuart James Associates

planning and development consultants

Company Number 7327582 Registered in England & Wales

VAT Number 135 6259 09. Regulated by RICS

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