



**DALCOUR
MACLAREN**

Complaints & Grievance Handling Procedure

Clients and Suppliers Only

Policy Owner: Managing Director

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Purpose

This policy explains how clients and suppliers with a direct contractual relationship with Dalcour Maclaren, can raise complaints or concerns about levels of services provided by Dalcour Maclaren.

Complaint and whistle blowing procedures for use by members of the public and employees are available separately.

Complaints Handling Procedure

For clients, suppliers and other parties with a direct contractual relationship with Dalcour Maclaren

As a firm regulated by RICS, we operate a two-stage process for complaints.

We welcome feedback and take your concerns seriously. Complaints or Grievances may relate to:

- Service quality or contractual issues
- Professional standards
- Health and safety
- Ethical or environmental concerns

Examples include:

- Ethical misconduct (fraud, corruption, bribery)
- Environmental breaches or unsustainable practices
- Human rights violations
- Unsafe or illegal workplace behaviour
- Breaches of codes of conduct

This process is not appropriate for all cases. Issues unrelated to our conduct or internal HR matters cannot be addressed through this process.

Stage 1- How to Raise a Grievance

Submit your concern in writing to the Managing Director by email at **info@dalcourmaclaren.com** or by post to **The Barn, Bignell Park Barns, Chesterton, Bicester OX26 1TD**.

What Happens Next

We aim to handle all grievances promptly and fairly. Here is what you can expect:

Stage 1	Timeline	Details
Acknowledgement	Within 3 working days	We will confirm receipt of your grievance
Initial Review	Within 5 working days	We will assess the issue, assign a director and record it in our Action Report Register
Investigation	Within 30 calendar days	We will conduct a thorough and impartial review, with updates provided every ten business days
Resolution	Dependent on complexity	We will provide a written outcome with a clear explanation of our decision

Stage 2- Appeals

If you are not satisfied with the outcome, you may request an appeal with an independent Director who is not associated to your contract. If the matter remains unresolved you may refer your complaint to our regulator the RICS who will appoint an independent redress provider.

Confidentiality

All grievances are treated confidentially. Information is shared only on a need-to-know basis. We will never retaliate against anyone raising a concern in good faith. Retaliation is considered serious misconduct.

Monitoring & Review

Grievances are logged confidentially and reviewed regularly. This policy is reviewed annually to ensure compliance with best practice.

Contact

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