

**Your details**

Your name  **NOBLE KLOSTERKOTTER - DUT. MAINE**

Your address  **3) KERSHAW HOUSE  
11) BASH STREET  
LONDON SW3 3HX**

Daytime telephone number **020 7694 3010**

Email

Address of property to which the complaint refers (if different from above)

**(As Above)**

**Landlord's**

**Your surveyor's details**

Name **BARBARA MARION-John Owen Hathaway**

Name of firm **BARBARA RUSSELL JONES**

Firm's address **5) KERSHAW HOUSE - BASH STREET  
LONDON SW3 3HX**

Daytime telephone number **020 8202 3757**

**Are you or were you?**

A client of the surveyor

A tenant in a property managed by the surveyor

Employed by the surveyor

A fellow chartered or technical surveyor

A solicitor acting on behalf of the complainant

Other professional (please specify)

Other (please specify)

**Have you tried to resolve this through the firm's own complaints handling procedure?**

Yes  No

If yes, what was the outcome?

**Prosecution, etc.**

**Have you taken your complaint to the Surveyors and Valuers Arbitration Scheme (or similar)?**

Yes  No

If yes, what was the outcome?

**Have you taken your complaint to the small claims court?**

Yes  No

If yes, what was the outcome? (Please attach a copy of the judgement form or other confirmation of settlement)

**Do you plan to take this matter to arbitration or to court in the future?**

Yes  No  I am thinking about it

**Don't Know**

**Going to court?**

Please note, if you are also pursuing this matter through the small claims court, RICS may need to suspend its own investigation until that case is concluded. If so, we will let you know as soon as possible.

**Have you approached RICS before about this matter?**

Yes  No

If yes, what was the outcome? (Please give details, and quote any reference from previous correspondence)

**Have you approached any other body about this matter?**

Yes  No

If yes, which body and when?

What was the outcome?

**Have any other professionals been involved in trying to sort out the problem?**

Yes  No

If yes, who? (Please give contact details)

**Please identify Mr Tom Brock, LSMA Arbitrator**

What was the outcome?

**See complaint for details.**

**Details of your complaint**

Did the subject of your complaint arise within the last six months?

Yes  No

If no, why the delay in contacting us?

**Has been going for 2+ years.**

Please explain the reasons for your complaint

Please fill no more than three pages of A4 paper. Be as factual as possible, and attach copies of any supporting material you think may be relevant (but please don't send originals).

**IMPOSSIBLE**

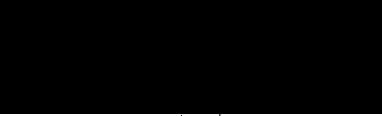
**See attached 13 page summary + 99 other documents + 2 enclosures**

Are you happy for the surveyor concerned to see a copy of this form, and attached material?

Yes  No

If yes, please sign the statement below.

I confirm that the details given on this form, and all the evidence I submit, may be copied to the surveyor concerned.

  
9 February 2005

Many thanks for your co-operation.

**What happens next?**

Your complaint will be acknowledged within 14 days, and we will issue you with a reference which should be used in all future contacts.

Assuming we have your permission, we will then send the details of your complaint on to the surveyor concerned. S/he will then have 14 days to respond. We will be in touch with you again shortly after that.

We'd also appreciate if you could respond to any correspondence with us within 21 days. (If we don't hear from you within that time, we may assume that you do not want to proceed, and close the file.) But please do call us if this isn't possible for any reason.

For office use only

Reference number

Date received

# Complaints form

If you wish to make a complaint about the professional conduct of a chartered or technical surveyor who is a member of the Royal Institution of Chartered Surveyors (RICS), please read our leaflet *How your complaint will be dealt with*, and then fill in this form.

Please also attach copies of any documents that you think may support your case.

Please write clearly, in black ink and send the completed form, and any further material, to:

RICS Professional Conduct  
PO Box 2291  
Coventry CV4 8Z1

If you have any queries, please call RICS Professional Conduct on 020 7222 7000.