

COMPLAINTS HANDLING PROCEDURE (CHP)

As a regulated RICS firm, we have in place a CHP which meets the regulatory requirements. Our CHP has two stages.

Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response you will have the opportunity to take your complaint to stage two. Stage two gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

If you have a complaint then this note sets out the procedure which we will follow in dealing with that complaint.

Stage 1

1. If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint and we have a formal record of it.

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2. Once we have received your written complaint we will contact you in writing within 3 working days to acknowledge the complaint and, if appropriate, inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
3. We will consider your complaint as quickly as possible. We will provide you with a full response, or if that is not possible, an update on what is happening with your complaint, within 15 working days of receipt of the written complaint.

We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of our investigation into your complaint, the matter will conclude.

Stage Two

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board.

We have chosen to use the following redress providers:

For Consumer/Private Clients:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP
T: 01722 333 306
E: admin@tpos.co.uk
W: www.tpos.co.uk

For Business/Corporate Clients:

Centre for Effective Dispute Resolution/IDRS
70 Fleet Street
London
EC4Y 1EU
United Kingdom

Telephone: 020 7520 3800
Fax: 0845 1308 117
Email: applications@cedr.com
<https://www.cedr.com/idrs/>