

Complaints' Handling Procedure (CHO)

As a regulated RICS business, we have in place a Complaints' Handling Procedure (CHP) which meets the regulatory requirements.

Our CHP has two stages:

- Stage One gives our organisation the opportunity to review and consider your complaint in full and we will try to resolve your complaint to your satisfaction. If you are not content with our response then you will have the opportunity of taking your complaint to Stage Two.
- Stage Two gives you as the Client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by the Royal Institution of Chartered Surveyors (RICS).

Stage One

Even if you have spoken to us about your complaint, please send written details of the complaint by post to:

Mr Andrew Green BSc (Hons) MRICS

Agricultural Hall
Skirsgill
Penrith
Cumbria CA11
ODN

We require a written explanation of your complaint in order to ensure clarity and full understanding of the issues about which you are complaining. Email submissions should be avoided if matters of security and privacy are of paramount importance.

We will consider your complaint as quickly as possible and would expect to acknowledge receipt of your complaint within 7 days. If we are unable to give you a full response at that time we would expect to update you within a further 14 days.

Stage Two

If we are then unable to gain your agreement on a resolution to your complaint, you have the opportunity to submit your complaint to an independent redress provider as approved by the RICS Regulatory Board. We have selected to use the following redress providers:

Residential Property Clients:	Business to Business and all other Clients:
The Property Ombudsman	RICS Dispute Resolution Service
Milford House	Surveyor Court
43-55 Milford Street	Westwood Way
Salisbury, Wiltshire	Coventry
SP1 2BP	CV4 8JE
Tel. No. 01722 333 306	Tel. No. 0207 334 3806
E-Mail: admin@tpos.co.uk	E-Mail: drs@rics.org
Website: www.tpos.co.uk	Website: www.rics.org/drs