

Complaints Handling Procedure

As a regulated RICS firm, we have in place a Complaints Handling Procedure (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.

Stage One

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. Please send your written complaint to your local office:

BERWICK UPON TWEED

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44-48 Hide Hill
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Tel 01289 304432
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KENDAL

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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 Clients:

For complaints regarding valuations and surveying work:

CEDR
70 Fleet Street
London
EC4Y 1EU

Telephone: 020 7536 6116
Website: www.cedr.com/consumer/rics

For complaints regarding residential lettings, residential property management and residential estate agency:

Property Redress Scheme
Premier House
1st Floor
Elstree Way
Borehamwood
WD6 1JH

Telephone: 0333 321 9418
Website: www.theprs.co.uk

For Business-to-Business clients:

CEDR Solve
70 Fleet Street
London
EC4Y 1EU

Telephone: 020 7536 6060
Website: www.cedr.com/solve