

## **3.4 COMPLAINTS' HANDLING PROCEDURE (CHP)**

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 responses 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:-

Kristian Stott  
Andrew Grant LLP  
59/60 Foregate Street  
Worcester  
WR1 1DX

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 10 days. If we are unable to give you a full response at that time then we would expect to update you within a further 20 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:

- For Consumer Clients:  
Ombudsman Services (Property)  
PO Box 1021  
Warrington  
WA4 9FE  
  
Tel. No. 0330 440 1634  
E-mail: [enquiries@os-property.org](mailto:enquiries@os-property.org)  
Website: [www.ombudsman-services.org](http://www.ombudsman-services.org)
- For Business – Business Clients: RICS Dispute Resolution Service  
Surveyor Court  
Westwood Way  
Coventry  
CV4 8JE  
  
Tel. No. 020 733 43806  
E-mail: [drs@rics.org](mailto:drs@rics.org)  
Website: [www.rics.org/drs](http://www.rics.org/drs)