

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.

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. We have selected to use the following redress providers:

- For Consumer Clients:
The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP

Tel. No. 01722 333306
E-mail: admin@tpos.co.uk
Website: www.tpos.co.uk

There is a 12 month timescale for referring complaints to the Property Ombudsman.

- 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
Website: www.rics.org/drs