



COMPLAINTS HANDLING PROCEDURE (CHP)

This note sets out the procedure we will follow in dealing with any complaint.

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.

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:-

Mr M J D Wills
Page & Wells
52/54 King Street
Maidstone
Kent ME14 1DB

Tel: 01622 756703
Email: mjdw@page-wells.co.uk

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

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 Residential Sales & Lettings

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP
Tel: 01722 333306
Fax: 01722 332296
Email: admin@tpos.co.uk
Web: www.tpos.co.uk

For Residential Surveys and Valuations

The Centre for Effective Dispute Resolution
International Dispute Resolution Centre
70 Fleet Street
London EC4Y 1EU
Tel: 020 7536 6000
Fax: 020 7536 6001
Email: info@cedr.com
Web: www.cedr.com

For Business-to-Business clients:

The RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry CV4 8JE

Tel: 020 7334 3806
Fax: 020 7334 3802
Email: drs@rics.org
Web: www.rics.org/drs

