



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:-

Nuneaton Office-

Christopher Hands,
Cartwright Hands,
101-107 New Union Street,
Coventry,
CV1 2NT

Coventry Office-

Guy Hands,
Cartwright Hands,
59 Coton Road,
Nuneaton,
CV11 5TS

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 acknowledge your complaint within three working days of receipt and having considered your complaint as quickly as possible will contact you in writing to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.

Within fifteen working days of receipt of your initial written summary, we will write to you in order to inform you of the outcome of the investigation into your complaint (final viewpoint) and to let you know what actions have been, or will be, taken.

Stage Two

If we are then unable to gain your agreement on a resolution to your complaint, you have the opportunity within 12 months 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: The Property Ombudsman

E-mail: admin@tpos.co.uk

Website: www.tpos.co.uk

- For Business – Business Clients: RICS Dispute Resolution Service

E-mail: drs@rics.org

Website: www.rics.org/drs

If you are not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from either The Property Ombudsman (For Consumer Clients) or RICS Dispute Resolution Service (For Business Clients) without charge.

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