

# Complaints Handling procedure (CHP)

## Complaints Handling Procedure (CHP)

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. In order to resolve your complaint, we would ask that you include the following information and evidence applicable

- An Outline of your complaint explaining why you feel that we have fallen short of our first class service
- What you would like us to do to resolve it
- Any Specific details that you feel would assist us with resolving your complaint

Please send your written complaint to:

Mr. Andrew Thomas  
59 High Street  
Cowbridge  
Vale of Glamorgan  
CF71 7YL

01446 776386  
[andrewthomas@hrt.uk.com](mailto:andrewthomas@hrt.uk.com)

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 Consumer Clients:

The Property Redress Scheme  
Premiere House  
1st Floor  
Elstree Way

Borehamwood  
Hertfordshire, WD6 1JH

[www.theprs.co.uk](http://www.theprs.co.uk) / [info@theprs.co.uk](mailto:info@theprs.co.uk)

#### For Business-to-Business clients:

Arbitration Procedure for Surveying Disputes  
IDRS Ltd,  
24 Angel Gate,  
City Road

02075 203800

[info@idrs.ltd.uk](mailto:info@idrs.ltd.uk)