

COMPLAINTS HANDLING PROCEDURE (CHP)

Complaints Handling Procedure (CHP) which meets RICS regulatory requirements.

Our Complaints Handling Procedure is provided at no cost to the complainant and is available on request at any stage.

Our CHP has two stages. Stage one gives our firm the opportunity to review and consider your complaint in full and to seek resolution. If you are not satisfied with our response, you will have the opportunity to refer your complaint to stage two, which provides for an independent review by an RICS-approved redress provider.

STAGE ONE

If you have spoken to us about your complaint, please put the details of your complaint in writing so that we can ensure a full understanding of the issues raised.

Written complaints should be addressed to:

Jonathan Brickman
BPS Chartered Surveyors
24 Lytton Road
New Barnet
Herts
EN5 5BY

Tel: 020 8369 5640

Email: jbrickman@bpsgrp.co.uk
Website: www.bpsgrp.co.uk

We will acknowledge receipt of your complaint within 7 working days. If we are unable to provide a full response within this period, we will provide you with an update within 28 working days.

STAGE TWO

If we are unable to agree on how to resolve your complaint, you may refer the matter to an independent redress provider as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

For Consumer Clients:

Property Redress Scheme
1st Floor, Premiere House
Elstree Way
Borehamwood
Hertfordshire WD6 1JH
Tel: 0333 321 9416
Email: info@theprs.co.uk
Website: www.theprs.co.uk

For Business-to-Business Clients:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry CV4 8JE
Tel: 020 7334 3806
Email: drs@rics.org
Website: www.rics.org/drs

Any referral to the independent redress provider must be made within 12 months of our final written response to your complaint.



Regulated by

RICS[®]