

## **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. Please send your written complaint to:

Fiona Togher  
Hamilton Darcey LLP  
Third Floor  
Regent Street  
London  
W1B 3HH

fiona@hamiltondarcey.com  
www.hamiltondarcey.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:

Ombudsman Services: Property  
Ombudsman Services  
The Brew House  
Wilderspool Park  
Greenall's Avenue  
Warrington  
WA4 6HL  
0330 440 1634  
<http://www.ombudsman-services.org/>



For Business-to-Business clients:

RICS Dispute Resolution Service

RICS Dispute Resolution Service

Surveyor Court

Westwood Way

Coventry

CV4 8JE

+44 (0)20 7334 3806

[drs@rics.org](mailto:drs@rics.org)

<http://www.rics.org/uk/join/member-accreditations-list/dispute-resolution-service/>