

COMPLAINTS HANDLING PROCEDURE (CHP)

As a regulated RICS firm, Addisons Chartered Surveyors 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. S.W. Nixon, MRICS FAAV, Principal Partner, will deal with any complaints you may have. If you have a question or if you would like to make a complaint, please do not hesitate to contact him via the following contact points:-

- Address: 13 Galgate, Barnard Castle, DL12 8EQ
- Telephone: 01833 638094 Option 3
- Email: simon.nixon@addisons-surveyors.co.uk
- Website: www.addisons-surveyors.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 Consumer Clients:

Ombudsman Services : Property

- Address : P.O. 1021, Warrington. WA4 9FE
- Tel. 0330 440 1634 or 01925 530 270
- Email : enquiries@os-property.org
- Website : <http://www.ombudsman-services.org>

For Business-to-Business clients:

- Address: Centre for Effective Dispute Resolution (CEDR Solve)
The International Dispute Resolution Centre,
70 Fleet Street, London EC4Y 1EU
- Telephone: 0207 536 6060
- Fax : 0207 536 6061
- Email: info@cedr-solve.com
- Website : www.cedr-solve.com

OR: The mediation process run by the Royal Institution of Chartered Surveyors.

- Head of Regulation
RICS
Surveyor Court
Westwood Way
Coventry
CV4 8JE
- Telephone 020 7695 1670
- Email regulation@rics.org:
- Website: www.rics.org/regulation