

COMPLAINTS HANDLING PROCEDURE

As a regulated RICS firm, we have in place this Complaints Handling Procedure (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 opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

Stage One

We would hope that we would be able to resolve most complaints informally through verbal discussion. If however having spoken to us about your complaint you feel that the matter has not been resolved, 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 Christopher Clarke FRICS FAAV
Managing Partner
Clarke & Simpson
Well Close Square
Framlingham
Suffolk
IP13 9DU
Telephone: 01728 724200
Email: cclarke@clarkeandsimpson.co.uk
www.clarkeandsimpson.co.uk



Clarke and Simpson
Well Close Square
Framlingham
Suffolk IP13 9DU
T: 01728 621200
email@clarkeandsimpson.co.uk
www.clarkeandsimpson.co.uk

VAT NO GB 521 283475

And at *The London Office*
40 St James's Place
London SW1A 1NS

Partners
Christopher Clarke LTD
Hayden Foster LTD
Henry Birch LTD
Oliver Holloway
Stuart Clarke LTD
Oliver F Johnson LTD

Estate Management
Sally Watts MRICS

Rural Surveyors
James Durrant MRICS
Eleanor Havers MRICS FAAV
James Baker MRICS

Residential Sales
Lara Balls

We will consider your complaint as quickly as possible but 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**.

If you are dissatisfied with the outcome following the above process then the complaint moves to Stage Two.

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:

(Property)

The Property Ombudsman (TPO)

Milford House

43-55 Milford Street

Salisbury

Wiltshire, SP1 2BP

Telephone: 01722 333306

www.tpos.co.uk

(Surveying)

Centre for Effective Dispute Resolution (CEDR)

70 Fleet Street

London, EC4Y 1EU

Telephone: 020 7520 3800

www.cedr.com

For Business-to-Business clients:

IDRS Limited

24 Angel Gate

City Road

London

EC1V 2PT

Telephone: 0207 520 3800

Email: info@idrs.ltd.uk

www.idrs.ltd.uk