

## COMPLAINTS HANDLING PROCEDURE FOR VALUATION AND SURVEYING SERVICES

As a regulated RICS firm, we have in place a Complaints Handling Procedure (CHP), which meets the regulatory requirements. Our CHP has three stages. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full by the Head of Service, the second stage will be reviewed by a Director. 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 three. Stage three gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

### Stage 1 – Please submit your complaint in writing, by post to:

PS&B – Valuation and Surveying Services  
32 Queens Road  
Brighton  
BN1 3YE  
Please head your letter “Formal Complaint”.

We will acknowledge receipt of your complaint in writing within three working days.

Mr Paul Holder, the Head of Valuations and Surveying Services, will review your complaint and you will receive a formal response within 21 days.

### Stage 2 – Please submit your complaint in writing, by post to:

4) If you remain dissatisfied with our response you may submit your reasons in writing, by post please, with the letter headed “Formal Complaint” and addressed to Mr Michael Barber, Director, who will respond with a final decision within 14 days from the referral date. Your letter should be supported by a copy of all preceding complaint correspondence.

### Stage 3 – Please submit your complaint in writing, by post to:

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:	For Business-to-Business clients:
Name of redress mechanism – CEDR	Name of redress mechanism – CEDR
Address – 70 Fleet Street, London	Address – 70 Fleet Street, London
Post Code – EC4Y 1EU	Post Code – EC4Y 1EU
Telephone – 02075366116	Telephone – 0207536000
Email Address – <a href="mailto:applications@cedr.com">applications@cedr.com</a>	Email Address – <a href="mailto:applications@cedr.com">applications@cedr.com</a>
Website – <a href="http://www.cedr.com">www.cedr.com</a>	Website – <a href="http://www.cedr.com">www.cedr.com</a>