

# COTTRELLS

## PROPERTY

11 Cherry Tree Court, Diss IP22 4QW

### COMPLAINTS HANDLING PROCEDURE

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:

Alexander Chapman MRICS  
Cottrells Property  
11 Cherry Tree Court  
Diss  
IP22 4QW  
07542606752  
[alexander@cottrellsproperty.co.uk](mailto:alexander@cottrellsproperty.co.uk)

We will consider your complaint as quickly as possible, and will acknowledge receipt on 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

We will consider your complaint as quickly as possible, and will acknowledge receipt on your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

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:

Centre for Effective Dispute  
Resolution  
100 St. Paul's Churchyard  
London  
EC4M 8BU

T: 020 7536 6000  
E: [info@cedr.com](mailto:info@cedr.com)  
W: [www.cedr.com](http://www.cedr.com)

#### For Business-to-Business Clients:

Centre for Effective Dispute Resolution  
The International Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU

T: 020 7536 6000  
E: [info@cedr.com](mailto:info@cedr.com)  
W: [www.cedr.com](http://www.cedr.com)

#### For Agency Clients:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP

T: 01722 333 306  
E: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
W: [www.tpos.co.uk](http://www.tpos.co.uk)

