

## Complaints Handling Procedure (CHP)

### Our Commitment to You

We are committed to providing high-quality professional services, but if you are not happy with any aspect of our service or your dealings with us, please let us know as soon as possible. This will help us to improve our standards.

As a regulated RICS firm, we have in place a CHP, which meets the regulatory requirements. Our CHP has three stages. Stage one of the CHP gives you the opportunity to ask the person who has been dealing with your case to review and consider your complaint. We will try to resolve your complaint to your satisfaction. Stage two would involve your complaint being considered by a senior person (director) within the firm. If you remain unhappy with our response, you will have the opportunity to take your complaint to stage three. Stage three gives you, the customer, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

### Stage One

In the first instance, it is usually best to contact the person dealing with your case to discuss your concerns. We will investigate and discuss the nature of your dissatisfaction with you, with the aim of reaching an amicable solution as soon as possible.

If you are not happy with the process or outcome, you should escalate the matter within the firm (Stage Two below).

### Stage Two

If your complaint has not been resolved to your satisfaction, then 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:

FAO Sam Snart, Managing Director  
Hobbs Parker Property Consultants LLP  
Romney House  
Orbital Park  
Ashford  
Kent TN24 0HB

t: 01233 506201  
e: sam.snart@hobbsparker.co.uk

## What will happen next?

1. We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. We may request further information or clarification from you.
2. We will then investigate your complaint.
3. We will aim to respond to you within 28 days of receipt of your complaint, or, if we are not able to give you a full response in this timescale, we will update you as to when you may reasonably expect a response.

## Stage Three

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 the RICS Regulatory Board. There are different providers for individuals and businesses. We have nominated CEDR (the RICS Service) as our preferred provider. This service is free to customers.

## Our Redress Mechanisms for surveying and professional services

### **For Consumer Clients in relation to surveying and professional services:**

#### **Centre for Effective Dispute Resolution (CEDR)**

100 St. Paul's Churchyard, London EC4M 8BU

t: +44 (0)20 7536 6000

e: [applications@cedr.com](mailto:applications@cedr.com)

w: [www.cedr.com](http://www.cedr.com)

### **For Business-to-business Clients:**

#### **The Arbitration Procedure/Early Neutral Evaluation (CEDR)**

100 St. Paul's Churchyard, London EC4M 8BU

t: +44 (0)20 7536 6000

e: [info@cedr.com](mailto:info@cedr.com)

w: [www.cedr.com](http://www.cedr.com)

## Our Redress Mechanisms for planning services

### **The Royal Town Planning Institute**

The Complaints Investigator, Royal Town Planning Institute, 41 Botolph Lane, London EC3R 8DL

t: +44 (0)20 7929 8194

e: [conduct@rtpi.org.uk](mailto:conduct@rtpi.org.uk)

w: [www.rtpi.org.uk](http://www.rtpi.org.uk)

## Our Redress Mechanisms for credit broking services

### **Financial Ombudsman Service**

Exchange Tower, London E14 6SR

t: 0800 023 4567

e: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

w: [www.financial-ombudsman.org.uk/](http://www.financial-ombudsman.org.uk/)