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:

Neil Harrison Gould &
Harrison 1 Middle Row
High Street Ashford
Kent TN24 8SQ
01233 646411
neil.harrison@gouldharrison.co.uk
Website www.gouldharrison.co.uk

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 3 working days. If we are not able to give you a full response, we will update you within 15 working 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:
We are members of The Property Ombudsman scheme and comply with its Code of Practice. Once we have fully investigated your complaint, if you are dissatisfied with our response, you have 12 months from the date of our letter fully responding to you to refer your complaint to The Property Ombudsman.

The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL
01722 333306
admin@tpos.co.uk
www.tpos.co.uk

For Business-to-Business clients:

RICS Dispute Resolution Service Surveyor
Court
Westwood Way
Coventry
CV4 8JE
020 7334 3806
drs@rics.org
www.rics.org/drs