

## **COMPLAINTS HANDLING PROCEDURE (CHP)**

In line with the RICS requirements, 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:

Matthew Mills  
M2 Project Surveyors Limited  
277 London Road  
Burgess Hill  
RH15 9QU  
T: 07867 491674  
E: [matt@m2ps.co.uk](mailto:matt@m2ps.co.uk)

We will consider your complaint as quickly as possible, and 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.

During this period we will:

- Investigate your complaint. This will normally be dealt with by Matthew Mills or other person with sufficient knowledge of the case, who will review your file and gather all evidence and review. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

We will hold any complaints in our internal complaints log, including any data, names, and addresses that you provide us with.

### **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:

RICS Dispute resolution service  
Urveyor Court  
Westwood Way  
Coventry  
CV4 8JE  
T: 020 7334 3806  
E: [drs@rics.org](mailto:drs@rics.org)