



CompassRock Complaints Handling Procedure

1. OUR PROMISE

CompassRock International is committed to providing high-quality services to our clients. However, we acknowledge that there may be occasions where clients wish to raise concerns or make a complaint. We have a structured complaints handling procedure to ensure that complaints are addressed fairly, transparently, and promptly.

2. INTRODUCTION

As a regulated RICS firm, CompassRock has in place a Complaints Handling Procedure (CHP), which meets the regulatory requirements.

Our CHP has two stages:

1. Stage one of the CHP gives CompassRock the opportunity to review and consider your complaint in full. We 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.
2. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

3. STAGE ONE

If you have spoken to us about your complaint, please put the details of your complaint in writing including as much detail as possible. 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:

Complaints Manager
CompassRock Real Estate Ltd
27 Old Gloucester Street
London
WC1N 3AX
+44 7515 069156
feedback@compassrock.com
www.compassrock.com

Please include the following:

- Full name and contact details
- Property address involved (if applicable)
- Detailed description of the complaint
- Relevant dates, times, and any supporting documents

Once we have received your written summary of the complaint, we will confirm receipt of your complaint within three working days of receiving it, which will confirm the lead person assigned to investigate the complaint.

We will consider your complaint as quickly as possible and contact you in writing within seven days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.

Within 15 working days of acknowledgment of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation and to let you know what actions have been or will be taken. If this timescale needs to be extended due to exceptional circumstances, we will keep you advised.

After receiving our response, if you feel your complaint has not been fully addressed, please let us know and we will aim to resolve the matter for you. Your concerns will be acknowledged within three working days of receipt and your complaint will be passed to an alternative senior member of staff for review. Where possible, a final response will then be issued within 15 working days.

We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to investigate fully. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

All complaints will be handled with strict confidentiality, in accordance with GDPR and RICS guidelines. Your personal data will only be used for the purpose of investigating and resolving the complaint. Should you have concerns during this process, however, please contact the member of staff whose name appears on the letter of acknowledgement.

4. STAGE TWO

We aim to ensure all complaints are resolved via our internal complaints procedure outlined above, however if this is not possible or you wish to pursue the matter further then the following Alternative Dispute Resolution options are available, as approved by the RICS Standards & Regulatory Board:

a) For Business-to-Business Clients:

RICS Dispute Resolution Service
2 Great George Street
London
SW1P 3AD
Tel: 020 7334 3806
Email: drs@rics.org
Website: www.rics.org/drs

b) For Consumer Clients:

The Property Redress Scheme
Limelight
1st Floor
Studio 3
Elstree Way
Borehamwood
Hertfordshire
WD6 1JH
Tel: 0333 321 9418 (09:00-17:30 Monday-Friday)
Email: info@propertyredress.co.uk
Website: <https://www.propertyredress.co.uk/consumers>

Before making a complaint to The Property Redress Scheme you will need to show that:

- a) You have written to the member with your concerns and given them the opportunity to resolve them.
- b) You waited up to 8 weeks for a response from the date of complaint to the member and remain unsatisfied.
- c) The last communication relating to the complaint is within the last 12 months.
- d) You have grounds for complaint in line with The Property Redress Scheme's Conditions of resolution.

As a consumer there is no cost for raising a complaint and you can withdraw from the process at any time.

5. THIRD PARTY COMPLAINTS

If CompassRock receives a complaint regarding another service provider that does not form part of our agreed services we will advise you that you will need to contact the third party to resolve the issue. We will always try to provide all the necessary contact details to allow you to contact the relevant party.

In addition to the above we will forward the complaint to the relevant third party on your behalf whenever possible.

We will confirm our actions, advising you:

- a) Who you need to contact.
- b) How we have dealt with your initial complaint i.e. issued to third party.

6. MONITORING & CONTINUOUS IMPROVEMENT

All complaints will be logged and recorded in our internal system, including details of the complaint, investigation, outcome, and any corrective actions taken.

This complaints procedure is reviewed annually to ensure it remains effective and in compliance with industry standards and regulations.

CompassRock International is committed to learning from complaints to improve our services. Complaints data is reviewed regularly to identify trends and areas for improvement.