

COMPLAINTS HANDLING PROCEDURE



Grove House Chartered Surveyors is committed to providing a high quality and professional service to all clients and should we fail to meet the high standards we set ourselves, we need to know about it. This document represents the procedure to be followed when a complaint is made to Grove House Chartered Surveyors.

As a regulated RICS business we have in place a Complaints Handling Procedure ("CHP") which meets the regulatory requirements. Lorna Pass has been appointed to deal with complaints and you should not hesitate to contact Lorna to deal with any complaints in relation to this firm.

Our CHP has two stages outlined below:

- **Stage One** gives our business the opportunity to review and consider your complaint in full and we will try to resolve your complaint to your satisfaction. If you are not content with our responses then you will have the opportunity of taking your complaint to Stage Two
- **Stage Two** gives you, as the Client, the opportunity to have your complaint reviewed and considered by an independent redress provider

Stage One

Even where you have already made a verbal complaint, please also send a written summary of by email (lorna@grovehouse.ltd) or post to Lorna Pass at Grove House Chartered Surveyors, 16 Ryestone Drive, Ripponden, West Yorkshire, HX6 4JW.

Please send a written explanation of your complaint in order to ensure clarity and full understanding of the issues about which you are complaining.

We will acknowledge receipt of your written complaint within seven days. Every effort will be made to respond fully to your complaint within 28 days. However, in the event we are unable to fully investigate during this period, an update will be provided to you.

Stage Two

If we are unable to gain your agreement on a resolution to your complaint, you have the opportunity to suit your complaint to an independent redress provider. We have selected to use the following provider:

- **RICS Dispute Resolution Services**, 55 Colmore Row, Birmingham, B3 2AA. Telephone: 020 7334 3806. Email: drs@rics.org. Website: www.rics.org/drs.