Longden & Cook Real Estate Limited
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Longden & Cook Real Estate Limited

COMPLAINTS HANDLING PROCEDURE

PROCEDURE FOR COMPLAINTS HANDLING

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:

Gareth Kreike
Longden & Cook Real Estate
9 Silver Street
Bury BL9 0EU
0161 737 0111
gk@longdencook.com
www.longdencook.com

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.

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:
The Property Ombudsman
33 The Clarendon Centre
Salisbury Business Park
Dairy Meadow Lane
Salisbury
Wiltshire
SP1 2TJ

01722 333306

admin@tpos.co.uk

https://www.tpos.co.uk/consumers/how-to-make-a-complaint

For Business-to-Business clients:
RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA

drs@rics.org

www.rics.org/drs