



COMPLAINTS HANDLING PROCEDURE (CHP)

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:

The Partners
John G. Hills & Partners
Estate Office
Market Place
Leyburn
North Yorkshire
DL8 5EW

One of the Partners will investigate your complaint promptly. The complaint will be acknowledged within 7 days and we aim to provide a full written response within 28 days. If we are not able to give you a full response, we will update you within 28 days. We will try to resolve the complaint to your satisfaction and if you are happy with the outcome of the investigation into your complaint, the matter will conclude.

Stage Two

However, if we cannot agree on how to resolve the complaint then you will 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 Ombudsmen Ltd
Milford House, 43-55 Milford Street,
Salisbury, Wiltshire,
SP1 2BP

They can also be contacted by telephone on 01722 333306 or by email at admin@tpos.co.uk
Details are also available on their website: www.tpos.co.uk

For Business to Business Clients:-

RICS Dispute Resolution Service (DRS)
55 Colmore Row
Birmingham
B3 2AA

They can also be contacted by telephone on 020 7334 3806 or by email at drs@rics.org.
Details are also available on their website: www.rics.org/uk/products/dispute-resolution-service