



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:

Mrs. R. J. Sunter BSc(Hons) MSc. MRICS
John G. Hills & Partners
Estate Office
Market Place
Leyburn, North Yorkshire
DL8 5EW
Telephone: 01969 623109
Email address: office@jghills.com
Website: www.jghills.com

Your complaint will be investigated 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 are unable to 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 Ombudsman Ltd.
Unit 159756
PO Box 7169
Poole
BH15 9EL
Telephone: 01722 333306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

For Business to Business Clients:-

RICS Dispute Resolution Service (DRS)

55 Colmore Row

Birmingham

B3 2AA

Telephone: 020 7334 3806

Email: drs@rics.org

Website: www.rics.org/dispute-resolution-service