

Complaints Handling Procedure (CHP)

As a regulated RICS firm, Sherwill Forbes Limited trading as Sherwill Drake Forbes 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 a further stage. Stage three 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:

James Paynter
Sherwill Drake Forbes
The Shire Barn, Blisworth Hill Farm, Stoke Road, Blisworth, Northamptonshire NN7 3DB
Telephone number – 01908 614248
Email address – jmp@sdforges.com
Website – www.sherwillforbes.com

We will acknowledge receipt of your complaint within 3 working days, enclosing a copy of this procedure.

We will then investigate your complaint. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

Stage Two

If at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a Director. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

Stage Three

If we are unable to agree on how to resolve your complaint (or more than 8 weeks has elapsed since the complaint was first made) then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. Complaints should be addressed through this in-house complaints procedure, before being submitted for an independent review. We have chosen to use the following redress providers:

For Property Management

Name of redress mechanism – The Property Ombudsman Ltd
Address – Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP
Telephone – 01722 333306
Website – www.tpos.co.uk

Any complaints to The Property Ombudsman need to be submitted within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

For Individual Consumer

Name of redress mechanism – Centre for Effective Dispute Resolution (CEDR)

Address – 70 Fleet Street, London, EC4Y 1EU

Telephone – 020 7536 6000

Email Address – adr@cedr.com

Website – www.cedr.com

For Commercial Customer

Name of redress provider – RICS Dispute Resolution Service

Address – 55 Colmore Row, Birmingham, B3 2AA

Telephone 0207 334 3806

Email Address – contactrics@rics.org

Website – www.rics.org/uk/products/dispute-resolution-service