Sherwill Drake Forbes

Complaints Handling Procedure (CHP)

As a regulated RICS firm, Sherwill Forbes (RCD) Limited trading as Sherwill Drake Forbes has 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:

James Paynter
Sherwill Drake Forbes
28 Ashby Road, Towcester, Northamptonshire, NN12 6PG
Telephone number – 01908 614248
Email address – jmp@sdforbes.com
Website – www.sherwillforbes.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:

<u>For Property Management</u>
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

<u>For Individual Consumer</u>
Name of redress mechanism – Centre for Effective Dispute Resolution (CEDR)
Address – 100 St Paul's Churchyard, London, EC4M 8BU
Email Address – surveyors@cedr.com
Website – cedr.com/consumer/rics

<u>For Commercial Customer</u>
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