

## **Complaints Handling Procedure – Eastern Surveyors Ltd**

As a regulated RICS company, we have in place a complaints handling procedure (CHP), which meets the regulatory requirements. Our CHP has two stages.

Stage one of the CHP gives our company the opportunity to review and consider your complaint in full. Our company 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 any concerns or complaints, we first ask you to discuss these with us informally at:

**0800 158 3769**

**[contact@easternsurveyors.co.uk](mailto:contact@easternsurveyors.co.uk)**

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 Eastern Surveyors at:

**[contact@easternsurveyors.co.uk](mailto:contact@easternsurveyors.co.uk)**

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.

This stage offers an impartial review of your complaint, ensuring that all aspects have been considered fairly.

We have chosen to use the following redress provider:

### **The Property Ombudsman**

Milford House,  
43 - 55 Milford Street,  
Salisbury,  
Wiltshire,  
SP1 2BP

01722 333306  
admin@tpos.co.uk