

COMPLAINTS HANDLING PROCEDURE

Introduction

As a company regulated by the Royal Institution of Chartered Surveyors (RICS), we have in place a Complaints Handling Procedure (CHP), which meets the RICS's 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 opportunity to have your complaint reviewed and considered by an independent redress provider, approved by the RICS.

Stage 1 – complain to Trevaskis Consulting Limited

A complaint should be made in writing and sent to Ian Thompson BSc FRICS by e-mail to ian@trevaskisconsulting.com

or by post to:

Bodells Farm
Newick Lane
Heathfield
East Sussex
TN21 8PU

Your complaint should detail the following, as applicable:

- the building or property that it relates to;

Trevaskis Consulting Ltd Bodells Farm Newick Lane Heathfield East Sussex TN21 8PU
T +44 (0)1435 866577 E info@trevaskisconsulting.com W trevaskisconsulting.com



- the services we provided in relation to the complaint;
- the individual or individuals from our company that delivered those services;
- the approximate date or range of dates relating to your complaint;
- details of why you are dissatisfied with our services;
- what your expectations are to resolve your dissatisfaction;
- your contact details, including an e-mail address or postal address of where to send our response.

If your complaint concerns services provided by Ian Thompson, it should be sent to Sally Trevaskis by e-mail to sally@trevaskisconsulting.com

Or by post to the same address detailed above.

We will acknowledge receipt of your complaint within 7 days.

We will endeavor to provide a full response to your complaint, or if this is not possible provide an update, within 28 days.

Stage 2 – referral of complaint to independent redress scheme

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:

If you are a consumer (that is a person or persons acting outside the course of any business of your own or a person or persons to whom we owe a duty of care) to:

Centre for Effective Dispute Resolution (CEDR)

www.cedr.com/consumer/rics/

CEDR

70 Fleet Street

London

EC4Y 1EU

Tel: 020 7536 6000

Email: info@cedr.com

If you are a business to:

RICS Dispute Resolution Service

www.rics.org/drs

RICS

55 Colmore Row

Birmingham

B3 2AA

Tel: 020 7334 3806

Email: drs@rics.org