



## Complaints Handling Procedure

As a regulated RICS Firm, we have in place a CHP, which meets the regulatory requirement. 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:

Andrew Smith  
Stephen & Co  
13 Waterloo Street  
Weston-super-Mare  
North Somerset BS23 1LA  
Tel: 01934 621101  
Email: [andrew@stephenand.co.uk](mailto:andrew@stephenand.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. We have chosen to use the following redress provider:

The Property Ombudsman Ltd	or if you are a business	RICS Dispute Resolution Service
33 Clarendon Centre		55 Colmore Row
Salisbury Business Park		Birmingham
Diary Meadow Lane		B3 2AA
Salisbury		Tel: 020 7334 3806
Wiltshire SP1 2TJ		Email: <a href="mailto:info@cedr.com">info@cedr.com</a>
Tel: 01722 333306		
Email: <a href="mailto:admin@tpos.co.uk">admin@tpos.co.uk</a>		

Please note the following:

You will need to submit your complaint within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Redress Providers require that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.