



## **Complaints Handling Procedure (CHP)**

As a regulated RICS firm, we 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 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:

Mr J Hawkesford BSc (Hons) MRICS  
Hawkesford (Warwickshire) Ltd  
6 Euston Place  
Leamington Spa  
CV32 4LN

Telephone: 01926 438124

Email [surveys@Hawkesford.co.uk](mailto:surveys@Hawkesford.co.uk)

Website: [www.Hawkesford.co.uk](http://www.Hawkesford.co.uk)

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within seven days. If we are not able to give you a full response, we will update you within twenty eight 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.

#### **For Private Clients:**

Ombudsman Services: Property  
P.O. Box 1021  
Warrington  
WAA4 9FE

Telephone 0845 0508181

[www.surveyors-ombudsman.org.uk](http://www.surveyors-ombudsman.org.uk)

#### **For Commercial Clients the Surveyors Arbitration Scheme**

IDRS Ltd  
24 Angel Gate  
City Road  
London EC1V 2PT

[www.idrs.ltd.uk](http://www.idrs.ltd.uk)