



## MERIT ESTATES

### COMPLAINTS HANDLING PROCEDURE (CHP)

#### What is a complaint?

Any expression of dissatisfaction.

#### What is the RICS approved Complaints Handling Procedure?

As a regulated RICS firm, we have in place a CHP, which meets the regulatory requirements. Our CHP has two stages:

- Stage 1 : 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 2 : Stage two gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by the 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:

Will Parker MRICS  
Merit Estates (Yorkshire) Ltd  
47 High Street  
Boroughbridge  
North Yorkshire  
YO51 9AW  
will@merit-estates.co.uk  
07863 209382

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:

#### For Consumer Clients:

The Property Ombudsman  
Milford House, 43–55 Milford Street Salisbury,  
Wiltshire SP1 2BP  
01722 333306  
01722 332296  
admin@tpos.co.uk  
[www.tpos.co.uk](http://www.tpos.co.uk)

#### For Business-to-Business Clients:

RICS Dispute Resolution Service  
Surveyor Court, Westwood Way, Coventry, CV4 8JE  
020 7334 3806  
[drs@rics.org](mailto:drs@rics.org)  
[www.rics.org/drs](http://www.rics.org/drs)