

COMPLAINTS HANDLING PROCEDURE (CHP)

As an RICS regulated firm, we have in place a CHP, which meets the regulatory requirements.

Our Compliance Team deal with complaints. If you have a question, or if you would like to make a complaint, please contact them on 01825 714800 or by email: ComplianceTeam@ashdownphillips.com.

1. If you have initially made your complaint verbally - whether face-to-face or on the telephone - please also make it in writing, addressed to Mrs Kate Phillips, Chief Operating Officer, Compliance Team, Ashdown Phillips & Partners Ltd, Pippingford Manor, Pippingford Park, Nutley, East Sussex, TN22 3HW.
Email: ComplianceTeam@ashdownphillips.com.
2. Once we have received your written complaint, the Compliance Team will contact you in writing within seven working days. At this stage, we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
3. Within 21 working days of receipt of your confirmation of our written summary, the Compliance Team will write to you, to inform you of the outcome of the internal investigation into your complaint and to let you know what actions we have taken or will take.
4. If you are dissatisfied with any aspect of our handling of your complaint, or the outcome of our internal investigation, the matter can be referred to a redress mechanism approved by the Royal Institute of Chartered Surveyors (RICS).
5. The RICS Regulatory Board has approved a number of redress mechanisms and the one that is pertinent to commercial clients is the RICS Dispute Resolution Service, contact details of which are set out below:

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA

Tel: 020 7334 3806
Email: drs@rics.org
www.rics.org/drs

6. The redress mechanism appropriate to individual consumers is the Property Ombudsman Services Limited. This service is free for consumers to use and the contact details are set out below.

The Property Ombudsman Services Limited
33 The Clarendon Centre
Salisbury Business Park
Dairy Meadow Lane
Salisbury
Wiltshire
SP1 2TJ

Tel: 01722 333 306
Email: admin@tpos.co.uk
www.tpos.co.uk