

Complaints Handling Procedure (CHP) in respect of Sunderlands LLP, Offa House, St. Peters Square, Hereford HR1 2PQ and

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 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 on your complaint in writing. We ask that you put your complaint in writing to make sure we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Tim C. Reed MRICS
Sunderlands
Offa House
St Peters Square
Hereford HR1 2PQ
01432 356161
t.reed@sunderlands.co.uk
www.sunderlands.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 you 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:

Ombudsman Services: Property
Milford House,
43-55 Milford Street,
Salisbury,
Wiltshire
SP1 2BP
t 01722 333306
e admin@tpos.co.uk
www.tpos.co.uk

For Business-to-Business clients:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry CV4 8JE
t 020 7334 3806
f 020 7334 3802
e drs@rics.org
www.rics.org/drs

If you have any other enquiries or concerns or do not understand our Complaints Handling Procedure, please feel free to contact our Mr Tim Reed MRICS.