**GEORGE WEBB FINN**

**COMPLAINTS HANDLING PROCEDURE**

As a regulated RICS firm, we have in place a Complaints Handling Procedure (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 re 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 use 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 Stuart Mair**

**George Webb Finn LLP**

**43 Park Road, Sittingbourne, ME10 1DY**

**Telephone number: 01795 470556**

**Email:** [**stuart@georgewebbfinn.com**](mailto:stuart@georgewebbfinn.com)

**Website:** [**www.georgewebbfinn.com**](http://www.georgewebbfinn.com)

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 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**

**Telephone number: 01722 333306**

**Email: admin@tpos.co.uk**

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

For Business to Business Clients:

**RICS Dispute Resolution Service**

**55 Colmore Row, Birmingham, B3 2AA**

**Telephone: 0207 3343806**

**Email:** [**drs@rics.org**](mailto:drs@rics.org)

**Website:** [**www.rics.org/drs**](http://www.rics.org/drs) **Amended 1.25**