

RICS REGULATIONS - COMPLAINTS HANDLING PROCEDURE

As a regulated RICS firm, we are required to have in place a Complaints Handling Procedure (CHP), which meets the RICS regulatory requirements. This note sets out the procedure which we will follow in dealing with that complaint.

PS Consult 2 Limited (PS2) is committed to providing high quality advice and service. We acknowledge however, there may be instances where we get things wrong or mistakes are made. In order to deal with this we have a Complaints Procedure. We will always deal with your complaint and we will never ignore a complaint. In fact, it may help us to see where our services and procedures can benefit from improvement. If you feel that we have made a mistake or undertaken something which you found unacceptable or unsatisfactory, do let us know even if you do not think your particular concern amounts to a formal "complaint"

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 either of the two directors listed below;

- **Daniel Smith MRICS** – PS2, Albion House, 23 Albert Street, Newcastle Under Lyme, Staffordshire, ST5 1JP
Telephone 07947468499 daniel.smith@ps2.uk
- **Paul Dunning MRICS** – PS2, Albion House, 23 Albert Street, Newcastle Under Lyme, Staffordshire, ST5 1JP
Telephone 07944876661 paul.dunning@ps2.uk

Note: Should your complaint be against one of the directors named above, please contact the other director

Where your complaint is made verbally during initial discussions, you will be requested to send a written summary of your complaint to the person dealing with it.

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:
Ombudsman Service: Property
PO Box 1021
Warrington
WAA4 9EF
Tel : 0330 440 1634
www.ombudsman-services.org

Business to Business disputes:
RICS Disputes Resolution Service
12 Great George Street
London
SW1P 3AD
Tel: 020 7334 3806
email: drs@rics.org