**Complaints Handling Procedure (CHP)**

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 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:

Paul Dean

Cheshire Property Consultants Ltd c/o Meredith Accountancy

12 Princess Street, Knutsford, Cheshire, WA16 6DD

07837 381259

paulrdeano@gmail.com

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. Within 20 working days, we will write to you to inform you of the outcome of our internal investigations into your complaint and to let you know what actions need to be taken by Paul Dean, or yourself.

**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:

CEDR (Centre for Effective Dispute Resolution)

Scheme: Independent Adjudication Scheme for the Royal Institution of Chartered Surveyors (RICS)

Website:  <https://www.cedr.com/consumer/rics/overview/>

Email: surveyors@cedr.com

Address: 100 St Paul’s Churchyard, London, EC4M 8BU
Tel: 020 7536 6116