Complaints Handling Procedure (CHP) 2026/2027

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:

James Greaves
2, Bore Street
Lichfield
Staffordshire
WS31 6LL

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 Homebuyers and Survey please use:-
CEDR
https://www.cedr.com/consumer/rics/submit-a-claim/

For Sales and Lettings please use:-

The Property Ombudsman Services Limited
Milford House
UNIT 159756
PO BOX 7169
Poole
BH15 9EL

Tel: 01722 333306
E-mail: admin@tpos.co.uk
Web: www.tpos.co.uk