Our 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. During this stage, we 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
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:

Garry Casson
Casson Peakland Chartered Surveyors,
Email address: cassonpeakland@gmail.com
Website: www.cassonpeakland.co.uk

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. We will then investigate your complaint thoroughly and respond to you within 28 days , and 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:

Centre for Effective Dispute Resolution
Website: cedr.com/consumer/rics
Email: surveyors@cedr.com
Post: 100 St Paul's Churchyard, London, EC4M 8BU

For Business-to-Business clients:

RICS Dispute Resolution Service (DRS)
55 Colmore Row, Birmingham,
B3 2AA
t 020 7334 3806
f 020 7334 3802
e drs@rics.org
w www.rics.org/drs