

IoFMT Professional Services Limited

Complaints Procedure

Document ID	Version	Last Revised
IMS-CUS-PRS-001	Version 1.0	13/12/2024
Data Classification	Last Reviewed	Next Review Date
Internal	05/11/2025	05/11/2026

We have in place a Complaints Handling Procedure (CHP) should you be dissatisfied with our service and decide to make a complaint.

Our Complaints Handling Procedure (CHP) has two stages:

Stage One

- Provides IoFMT Professional Services Limited the opportunity to review and consider your complaint in full.
- IoFMT Professional Services Limited will endeavour 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

- Stage Two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent party

We would ask that if you have spoken to us about your complaint that you put the details of your complaint in writing. This is to ensure that we have a full understanding of the reason for your complaint.

Please send your written complaint to:

Chris Adams
IoFMT Professional Services Limited
85 Great Portland Street
London
W1W 7LT

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.

Note: IoFMT Professional Services Limited are not a member of the RICS. The Complaints Handling Procedure has been used referencing the documentation below

Reference:

[Complaints Handling Procedure and Log Framework.pdf](#)

Document ID	Version	Last Revised
IMS-CUS-PRS-001	Version 1.0	13/12/2024
Data Classification	Last Reviewed	Next Review Date
Internal	05/11/2025	05/11/2026