



Complaints Handling Procedure

V002 June 2023
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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. 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

In line with the RICS guidance for regulated firms a Responsible Principal within the practice will oversee any complaint. If you have spoken to us about your complaint, please put the details of your complaint in writing to the Responsible Principal. We ask that you explain the matter in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Jonathan Lonergan
eb7 Limited
2nd Floor, Chancery Exchange,
10 Furnival Street,
London
EC4A 1AB
T: 020 7148 6290
E: jonathan.lonergan@eb7.co.uk
W: www.eb7.co.uk

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:

The Property Ombudsman Service
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

T: 01722 333306

E: admin@tpos.co.uk

W: www.tpos.co.uk

For Business-to-Business clients:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE

T: 020 7334 3806

E: drs@rics.org

W: www.rics.org/dispute-resolution-service