

## MAKING A FORMAL COMPLAINT

As a regulated RICS firm we have in place a Complaints Handling Procedure to enable you to escalate issues or concerns that you have been unable to resolve with your point of contact at the firm. The procedure has two stages, summarised below:

- **Stage 1** - gives us the opportunity for our independent complaints team to review and consider your complaint in full. We will always endeavour to assess the facts fairly and our goal is to find an amicable solution to enable us to resolve your complaint to your satisfaction. If you are not happy with our final response however, you will have the opportunity to take your complaint to stage two.
- **Stage 2** - gives you the opportunity to have your complaint reviewed and considered by an independent redress provider.

<b>STAGE 1</b>	<p>If you have been unable to resolve your complaint with your point of contact at Rostons, you may escalate the matter by writing to us. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint.</p> <p>Please provide as much detail as possible including:</p> <ul style="list-style-type: none"> <li>• the staff who have been in contact with,</li> <li>• what service we were providing,</li> <li>• where you consider we have failed to meet expected standards, and</li> <li>• what solution you would ideally like to achieve.</li> </ul> <p>Please send your complaint to: Tony Rimmer, Rostons, West View House, Hatton Heath, Chester CH3 9AU or email <a href="mailto:tonyrimmer@rostons.co.uk">tonyrimmer@rostons.co.uk</a></p> <p>We will acknowledge receipt of your complaint within 3 working days. We will investigate the circumstances of your complaint including contacting the local office and we will provide a summary of our findings within 15 working days of the acknowledgement. If you are still not satisfied you may contact us again and we will have a further 15 working days to provide a Final Response.</p>
<b>STAGE 2</b>	<p>If you are still not satisfied when you have received our Final Response, or 8 weeks has elapsed since you first wrote to us, you have the opportunity to take your complaint to an independent redress provider. There are different providers depending on who you are and the type of service your complaint relates to; we will recommend in our Final Response which redress scheme is appropriate. The redress provider will be determined by whether you are a business or consumer.</p> <p>If you are a <b>BUSINESS</b> the <b>RICS Dispute Resolution Service (DRS)</b> provides services to resolve disputes in land, property and construction. This service may be used on a case-by-case basis with the agreement of both parties. The contact details for the DRS are: RICS Dispute Resolution Service, 55 Colmore Row, Birmingham, B3 2AA 020 7334 3806 <a href="mailto:drs@rics.org">drs@rics.org</a> <a href="https://www.rics.org/uk/products/dispute-resolution-service/">https://www.rics.org/uk/products/dispute-resolution-service/</a></p> <p>If you are a <b>CONSUMER</b>, there are three independent redress providers who each consider different service types:</p> <p><b>The Property Ombudsman (TPOS)</b> TPOS is free to consumers and will consider all consumer complaints including residential sales, lettings and property management. It is the approved redress scheme for residential estate agents in the United Kingdom under the Consumers, Estate Agents and Redress Act 2007, and for residential lettings/managing agents under the Enterprise and Regulatory Reform Act 2013. Referrals must be made within 12 months of the Final Response. Our TPOS registration number is T05542 The contact details for TPOS are: The Property Ombudsman 33 The Clarendon Centre Salisbury Business Park Dairy Meadow Lane Salisbury SP1 2TJ 01722 333306 <a href="mailto:admin@tpos.co.uk">admin@tpos.co.uk</a> <a href="http://www.tpos.co.uk">www.tpos.co.uk</a> <a href="http://www.tpos.co.uk/consumers/make-a-complaint">www.tpos.co.uk/consumers/make-a-complaint</a></p>



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**The Centre for Effective Dispute Resolution (CEDR)**

CEDR is free to consumers and can consider any consumer complaints except for residential agency (sales, lettings, property management). We would recommend their services for complaints relating to valuations, building surveys, land measurement, professional advice, and project management. CEDR will also consider complaints from small businesses (ie. fewer than 10 employees).

The contact details for CEDR are:

Centre for Effective Dispute Resolution 70 Fleet St, London EC4Y 1EU

0207 536 6116

[applications@cedr.com](mailto:applications@cedr.com)

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

**Financial Ombudsman Service (FOS)**

FOS is free to consumers and can consider complaints under the Financial Services and Markets Act 2000 and the Consumer Credit Act 2006. Rostons is regulated by the FCA for activities relating to credit broking (ie. Where we assist you with financial lending applications) and insurance distribution. The FOS will also look at complaints from small businesses that have an annual turnover of less than £1 million. Referrals must be made within 6 months of the Final Response. Our FCA Firms Registration Number 734352

The contact details for FOS are:

Financial Ombudsman Service South Quay Plaza, 183 Marsh Wall London, E14 9SR

0800 025 4567 (free from landline) or 0300 1239 123

[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

<https://www.financial-ombudsman.org.uk/>

We hope this procedure clearly outlines how to escalate an issue you have been unable to resolve with Stage 1, the steps we will follow when we receive a formal complaint and the options open to you if you are unhappy with our findings. If you still have questions, however, please send an email to [info@rostons.co.uk](mailto:info@rostons.co.uk)



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