

## COMPLAINTS HANDLING PROCEDURE

YoungsRPS Ltd are regulated by RICS. We have a Complaints Handling Procedure (CHP) in place which meets the regulatory requirements. Our CHP has two stages; Stage 1 gives our firms the opportunity to review and consider your complaint in full, with the objective of trying to resolve your complaint to your satisfaction. If we are unable to resolve your complaint and you are unhappy with our response you may decide to take your complaint to Stage 2 which gives you the opportunity to have your complaint reviewed by an independent party.

### Stage 1

We have appointed Shirlee Watson (Office Manager) and Michael Blake (Director) to deal with your complaint. If you have spoken to us about your complaint, please put the details of 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:

**Shirlee Watson**

YoungsRPS Ltd  
Priestpopple  
Hexham  
Northumberland, NE46 1PS

OR

**Michael Blake FRICS**

YoungsRPS Ltd  
23 Grey Street  
Newcastle Upon Tyne  
NE1 6EE

Tel 01434 608 980  
Email [shirlee.watson@youngsrps.com](mailto:shirlee.watson@youngsrps.com)

Tel 0191 261 0300  
Email [michael.blake@youngsrps.com](mailto:michael.blake@youngsrps.com)

We will acknowledge receipt of your complaint within 7 days and consider your complaint as quickly as possible. We will try to resolve your complaint to your satisfaction and provide you with a full response. If we are not able to give you a full response, we will update you within 28 days.

### Stage 2

If we are unable to agree on how to resolve your complaint, then you will have the opportunity to take your complaint to one of the following two independent redress providers:

Estate Agency Clients

The Property Ombudsman (TPO)  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Tel 01722 333 306  
Website [www.tpos.co.uk/consumers/  
how-to-make-a-complaint](http://www.tpos.co.uk/consumers/how-to-make-a-complaint)

Other Consumer / Business Clients

Centre for Effective Dispute Resolution  
(CEDR)  
70 Fleet Street  
London  
EC4Y 1EU

**Consumer**

Tel 020 7536 6116  
Website [www.cedr.com/consumer/  
rics/submit-a-claim](http://www.cedr.com/consumer/rics/submit-a-claim)

**Business**

Tel 020 7536 6060  
Website [www.cedr.com/solve/  
commercial-dispute-resolution](http://www.cedr.com/solve/commercial-dispute-resolution)