

## COMPLAINTS HANDLING PROCEDURE

YoungsRPS Ltd are regulated by RICS. We have a Complaints Handling Procedure (CHP) in place which meets regulatory requirements. Our CHP has two stages; Stage 1 gives our firm 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 send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

## 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)

#### **\*\*\*TPO note**

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure before being submitted for an independent review.

### 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)