

Complaints Handling Procedure (CHP)

As a regulated RICS firm, we have in place a CHP to meet 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 and ARMA.

Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put 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:

Lee Potterton
Housemartins Surveyors Ltd
11 High Street
Seaford
East Sussex
BN25 1PE

E-mail: ask@housemartinspm.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. We aim to fully resolve the complaint within the ARMA and RICS prescribed timescale of 8 weeks.

Stage Two

If you are still not satisfied after the last stage of our in-house complaint procedure or more than 8 weeks has elapsed since the complaint was first made, you have the opportunity to take your complaint to an independent redress provider. We have chosen to use the following redress provider:

Address: PRS - Property Redress Scheme
1st Floor Premiere House,
Elstree Way,
Borehamwood,
WD6 1JH

Telephone: 0333 321 9418
E-Mail: info@theprs.co.uk
Website: www.theprs.co.uk

Alternatively, you can request an independent review from The Property Ombudsman without charge.

Address: The Property Ombudsman
43 - 55 Milford Street
Salisbury
SP1 2BP

Telephone: 01722 333306
E-Mail: admin@tpos.co.uk
Website: www.tpos.co.uk