



IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible to our Complaints Officer, Lucy Quibell (lucy@holtproperty.com). We will then respond in line with the timeframes set out below. If you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to either the RICS Dispute Resolution Service or the Centre for Effective Dispute Resolution (CEDR) without our final viewpoint on the matter.

What will happen next?

1. **Acknowledgement:** We will send you a letter acknowledging receipt of your complaint within 14 working days of receiving it, enclosing a copy of this procedure.
2. **Investigation:** We will then investigate your complaint. This will typically be handled 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 25 working days of sending the acknowledgement letter.
3. **Further Review:** If you are still not satisfied at this stage, please contact us again. We will arrange for a separate review by a senior member of staff or a Director. We will write to you within 25 working days of receiving your request for a review, confirming our final viewpoint on the matter.
4. **Independent Review:** If you remain dissatisfied, you can then contact the appropriate body for an independent review:
 - **For Business Clients:** RICS Dispute Resolution Service.
 - **For Consumer Clients:** Centre for Effective Dispute Resolution (CEDR).

RICS Dispute Resolution Service

Website: <https://www.rics.org/dispute-resolution-service>

Email: drs@rics.org

Post: 55 Colmore Row, Birmingham, B3 2AA

Centre for Effective Dispute Resolution (CEDR)

Website: <https://www.cedr.com/consumerRICS>

Email: surveyors@cedr.com

Post: 100 St Paul's Churchyard, London, EC4M 8BU

Please note the following:

- You need to submit your complaint to RICS or CEDR within 12 months of receiving our final viewpoint letter, including any evidence to support your case.
- Both RICS and CEDR require that all complaints are addressed through this in-house complaints procedure before being submitted for an independent review.

By adopting this procedure, we aim to ensure that all complaints are handled efficiently and effectively, improving our service standards continuously.

HOLT PROPERTY LIMITED

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Regulated by RICS

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