



GAR Property Consultants Ltd always strive to provide a competent and professional service and we pride ourselves in offering the best possible customer service. However, in the unfortunate event that you feel the need to complain about any aspect of our service, this Complaints Handling Procedure (CHP) sets out how complaints are resolved.

As a regulated RICS Firm, we have in place a CHP, which meets the RICS regulatory requirements. Our CHP has two stages. **Stage One** of the CHP gives us the opportunity to review and consider your complaint in full. We will use our best endeavours to resolve your complaint to your satisfaction. If you are unhappy with our response, you will have the opportunity to take your complaint to Stage Two. **Stage Two** provides you, the Client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

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 reason(s) for your complaint. Please send your written complaint to:

Graeme A. Rich MRICS, BSc (Hons), P2P
Director/Building Surveyor
GAR Property Consultants Ltd
15 Plas Hesketh
Abergele
LL22 8FL

Alternatively, send your complaint by E-mail to: graemerich@garpropertyconsultants.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 in 7 days, we will update you within 28 days.

Stage Two

If we are unable to agree on how to resolve your complaint satisfactorily, then you have the opportunity to take your complaint to an independent redress provider, as approved by the RICS Regulatory Board. We have chosen to use the following redress provider:

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

Tel: 01722 333306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

