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EDUCATION ■ HEALTHCARE ■ RELIGION

# COMPLAINTS HANDLING PROCEDURE

As a regulated RICS firm, we have in place a CHP, which meets the 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.

## 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:

**Name of contact at firm:** James Adebayo

**Firm name:** Tunji Adebayo & Co

**Address:** 411 – 413 Oxford Street, London

**Postcode:** W1C 2PE

**Telephone number:** 0207 993 6710

**Email address:** James@taproperty.co.uk

**Website:** www.taproperty.co.uk

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 3 working days of recieving it. If we are not able to give you a full response, a formal written outcome of our investigation will be sent to you within 15 working days of reciept of the original complaint.

## STAGE TWO

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge. You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case. Alternatively you may use the RICS Dispute resolution service.

### For Consumer Clients:

**Name of redress mechanism:** The Property Ombudsman

**Telephone:** 01722 333306

**Email Address:** admin@tpos.co.uk

**Website:** www.tpos.co.uk

Make a Complaint - The Property Ombudsman (tpos.co.uk)

### For Business-to-Business clients:

**Name of redress provider:** RICS Dispute Resolution Service

**Address:** 55 Colmore Row, Birmingham

**Post Code:** B3 2AA

**Telephone:** 0207 334 3806

**Email Address:** drs@rics.org

**Website:** www.rics.org/uk/products/dispute-resolution-service/



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