Complaint Handling Procedure ("CHP")

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: **Debbie Goodfellow** at:

cases@thomsonbroadbent.co.uk

Thomson Broadbent Ltd
4 Perth House
Corbygate Business Park
Priors Haw Road
Corby
NN17 5JG

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 5 working days. If we cannot give you a full response, we will update you within 28 days. If we can't meet this timeline, for example if we need more information from you, we will inform you and provide the reason(s) why.

STAGE TWO

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We will include details about these providers, and the most appropriate one for your circumstances, in our stage one response.

We have chosen to use the following redress providers:

Centre for Effective Dispute Resolution (CEDR)

https://www.cedr.com/consumer/rics/

surveyors@cedr.com

The Property Ombudsman (TPO)

https://selfserve.tpos.co.uk

admin@tpos.co.uk