



PROCEDURE FOR COMPLAINTS HANDLING

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 and 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 the 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 for your complaint. Please send your written complaint to:

Tim Smart BSc (Hons) Dip SCM MRICS, Director,
Trenoweth,
Troubridge Road,
Helston,
Cornwall,
TR13 8DQ
Telephone: 01872 300401
Email: tismart@scp.uk.com
WWW. SCP.UK.COM

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. If we are unable to provide a full response within 28 days from the date of our acknowledgement of your complaint, we will update you within this 28 day period.

Stage Two

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

For Consumer Clients

Centre for Effective Dispute Resolution (CEDR)
70 Fleet Street



London
EC4Y 1EU
Telephone **+44 (0)20 7536 6060**
Email: info@cedr.com
Web: www.cedr.com

For Business to Business to Business Clients:

If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Surveyors and Valuers Arbitration Scheme operated by the Chartered Institute of Arbitrators, The International Arbitration and Mediation Centre, 12 Bloomsbury Square, London, WC1A 2LP, Telephone: 0207 421 7444 from whom details of the Scheme may be obtained.

A handwritten signature in black ink, consisting of a large, stylized 'T' followed by a cursive flourish.

Tim Smart BSc (Hons) Dip SCM MRICS – Director