



COMPLAINTS HANDLING PROCEDURE

As a regulated RICS firm, we have a duty to respond to complaints made promptly, openly and professionally. The complaints handling procedure has two stages.

Stage One

If you have spoken to us about your complaint and it has not been resolved, 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. We would ask that you send us your written complaint within 20 working days of receipt of this procedure to allow us to promptly consider your complaint. A verbal complaint will not be considered as a formal complaint. Please send your written complaint to:

Thomas Armstrong MRICS FAAV, Managing Director
Armstrong Rural Ltd, Park House, Milburn, Penrith CA10 1TN

Or by email to: ta@armstrongrural.co.uk

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 3 working days. If we are not able to give you a full response we will update you within 28 working days.

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 have chosen to use the following redress providers:

For Consumer-Facing Estate Agency, Property Management or Lettings Agency work:

The Property Ombudsman
Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
01722 333 306
www.tpos.co.uk

For Consumer Surveyor-related disputes:

Centre for Effective Dispute Resolution (CEDR)
70 Fleet Street, London, EC4Y 1EU
020 7536 6000
www.cedr.com

For Business Surveyor-related disputes:

RICS Dispute Resolution Service
55 Colmore Row, Birmingham, B3 2AA
www.rics.org/uk