

COMPLAINTS HANDLING PROCEDURE

We are a company that is regulated by RICS and as such we are required to have in place a complaints handling procedure (CHP) in accordance with RICS Policy

RICS Firms' Conduct Rule 7 - Complaints handling

"A Firm shall operate a complaints handling procedure and maintain a complaints log. The complaints handling procedure must include an Alternative Dispute Resolution (ADR) mechanism that is approved by the Regulatory Board."

Our Complaints Procedure

Flettons is committed to providing high quality advice and services. We acknowledge however, that there may be instances where we get things wrong or make mistakes. To deal with this, we have a complaints procedure.

We will Deal with Your Complaint

We will not ignore a complaint. In fact, it may help us to see where our services or procedures might be improved. If you feel we have made a mistake or undertaken something which you found unsatisfactory or unacceptable, do let us know, even if you do not think your particular concern amounts to a 'complaint'.

How to Complain

Go to <https://www.flettons.com/formal-complaint/>

If you have initially made your complaint verbally - whether in person or on the phone - you will be required to send a written summary of your complaint via the link above.

Once we have received your written complaint, we will contact you in writing within seven days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.

Within twenty one days of receipt of your written complaint, we will write to you informing you of the outcome of the investigations into your complaint and let you know what actions have been or will be taken.

If you are dissatisfied with any aspect of our internal handling of your complaint, you are entitled to refer your complaint to one of the following two independent redress schemes of which Flettons Ltd is a member.

If you are a member of the general public: -

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

Tel: 01722 333306
<https://www.tpos.co.uk>

If you are a business: -

RICS Dispute Resolution Service (DRS)
Surveyor Court
Westwood
Way Coventry
CV4 8JE

Tel: 020 7334
3806
www.rics.org/drs

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