

Complaints handling procedure

As a regulated RICS firm, we recognise the importance of a Complaints Handling Procedure (CHP).

The Watling Real Estate procedure meets the regulatory requirements as laid out by the Royal Institution of Chartered Surveyors (RICS) and has two stages.

Stage One

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 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 nature and reasons for your complaint.

Please send your written complaint to:

Name of contact: Nathan Pask
Address: 80 Coleman Street
London
EC2R 5BJ
Email address: Nathan.pask@watling.com

We will acknowledge your complaint within 7 days of receipt and consider the complaint as quickly as possible.

If we are not able to give you a full response, we will update you on the progress within 28 days.

If you are not happy with our response, you will have the opportunity to take your complaint to stage two.

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.

If we are unable to agree on **a resolution to** your complaint, you have the opportunity to take your complaint to an independent redress provider approved by **the** RICS Regulatory Board.

Watling Real Estate have chosen to use the Property Redress Scheme who can be contacted using the details below:

Name of redress mechanism: Centre for Effective Dispute Resolution (CEDR)
Telephone: (0)20 7536 6000
Email Address: info@cedr.com
Website: <https://www.cedr.com/contact-us/>