

COMPLAINTS HANDLING PROCEDURE (CHP)

Black Stanniland Limited – RICS Firm Registration No.719675

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:

Martin Black BSc (Hons) MRICS ACI Arb
Black Stanniland Limited
The Smiths Building
179 Great Portland Street
London W1W 5PL
Tel: 020 7526 2010
Email: mblack@blackstanniland.com
Website: www.blackstanniland.com

If you have initially made your complaint verbally – whether face to face or on the telephone, you should also set down details of the complaint in writing so that we are able to fully understand what your complaint is and have a written record of it.

Once we have received your written complaint, we will contact you in writing within 14 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 21 days of receipt of your written summary, we will write to you to inform you of the outcome of our investigation into your complaint and to let you know what action we have taken or will take.

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 redress providers shown overleaf:

For Consumer Clients:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury,
Wiltshire SP1 2BP
Tel: 01772 333306
Website: www.tpos.co.uk

For Business-to-Business clients:

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA
Tel: 020 7334 3806
Email: drs@rics.org