

# Complaints Handling Procedure (CHP)



## Our commitment to you

As a regulated RICS firm, we operate the Complaints Handling Procedure (CHP) outlined below, which fulfils our regulatory requirements. Our CHP has multiple stages.

**Stage 1** You are invited to put your complaint in writing if you have not already done so and allows us to review and evaluate your written complaint.

**Stage 2** Provides that we will issue a full response within 28 days, or if this is not possible, give you an update within that time and a timetable for our response.

**Stage 3** Provides that if you are not satisfied by our response, you have the opportunity to have your complaint reviewed by Sanjay Patel, Complaints Handling Officer, and if you are still not satisfied by an independent redress provider, listed below. All our independent redress providers are approved by the RICS.

## Stage 1

Your initial complaint should be made to:

FAO Sanjay Patel, Complaints Handling Officer, at:  
Fisher German LLP  
Head Office, Ivanhoe Office Park  
Ivanhoe Park Way  
Ashby de la Zouch  
Leicestershire LE65 2AB

	01530 446070
	complaints@fishergerman.co.uk

We will send you an acknowledgment letter within 5 working days of receipt of your complaint. We will endeavour to provide you a final response within 30 days.

## Stage 2

On conclusion of the formal investigation of your complaint, Fisher German will supply you with a written response and our conclusion. Our Managing Partner for the Division will lead on the written response to you detailing the outcome of our internal investigation. We have 28 days from receipt of the formal written complaint to respond back to you. It may be necessary to extend this period beyond the 28 days if the complaint is complex or it involves third parties or personnel that are not in the business at that time but we will keep you fully informed of the progress of the complaint.

## Stage 3

If you feel that the formal written response fails to address your complaint you may ask Sanjay Patel, Complaints Handling Officer, to review your complaint and the response and provide a further response to you. If you remain unsatisfied, you may move to our external complaints procedure and refer your complaint to the appropriate external redress provider detailed below.

## Our Redress Mechanisms

If you are acting as a private individual and your complaint relates to valuation, building surveys, non-residential property sales and property management, or any other professional service or advice not covered by the other mechanisms contact:

If you are a private individual and your complaint relates to residential lettings, residential property management or residential estate agency contact:

For business client complaints, of whatever nature, use the business-to-business redress mechanism and contact:

### Centre for Effective Dispute Resolution (CEDR)

70 Fleet Street  
London  
EC4Y 1EU

	0207 520 3800
--	---------------

### The Property Redress Scheme (PRS)

Premiere House  
1st Floor, Elstree Way,  
Borehamwood  
WD6 1JH

	0333 321 9418
--	---------------

	info@therps.co.uk
--	-------------------

### The Arbitration/Neutral Evaluation Procedure for Surveying Disputes

IDRS Limited  
70 Fleet Street  
London EC4Y 1EU

	0207 520 3800
--	---------------

Regulated by RICS