

Complaints Handling Procedure

As a regulated RICS firm, we have in place a Complaints Handling Procedure, which meets the regulatory requirements. Our Complaints Handling Procedure has two stages. Stage one of the Complaints Handling Procedure 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:

Nick Blackwell
NEB Consulting
Spaces Aurora
71-75 Uxbridge Road
Ealing W5 5SL
Tel: 020 8567 5792
Email: nick.blackwell@nebconsulting.co.uk
Website: www.nebconsulting.co.uk

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 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 Clients:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP
Tel: 01722 333306
Email: admin@tpos.co.uk
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
Website: www.rics.org/drs