

# MICHAEL HODGSON

estate agents & chartered surveyors

## Complaints Handling Procedure (CHP)

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 a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

Please send your written complaint to:

Mr Michael S Hodgson BSc (Hons) MRICS  
Michael Hodgson Chartered Surveyors & Estate Agents  
4 Athenaeum Street  
Sunderland  
SR1 1QX  
0191 5657000  
michael@michaelhodgson.co.uk

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

# M I C H A E L H O D G S O N

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## **Stage Two**

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

**The Property Ombudsman Ltd Milford House**

**43-45 Milford Street**

**Salisbury**

**Wiltshire**

**SP1 2BP**

**01722 333 306**

**[www.tpos.co.uk](http://www.tpos.co.uk)**

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

For Business-to-Business clients:

RICS Dispute Resolution Service

Surveyor Court, Westwood Way, Coventry, CV4 8JE

t 020 7334 3806

f 020 7334 3802

e [drs@rics.org](mailto:drs@rics.org)

w [www.rics.org/drs](http://www.rics.org/drs)