Regulated by

RICS®

rjh SURVEYING

32 St Thomas Avenue
Hayling Island
Hampshire
PO11 0EX

RJH Residential Surveying Ltd - 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 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:

Contact: Richard Hookway

                 RJH Residential Surveying Ltd

                 32 St Thomas Avenue,

                 Hayling Island

                 PO11 0EX

Telephone: 02393 552 581

Email: richard@rjhsurveying.com

Website: https://rjhsurveying.com

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

Telephone: 01722 333306

Email: admin@tpos.co.uk

Website: https://tpos.co.uk

RJH Surveying is a trading name for RJH Residential Surveying Ltd. Company number 13222303

Registered Office: 32 St Thomas Avenue, Hayling Island, PO11 0EX

Richard Hookway Surveyor / Registered Valuer AssocRICS DipDEA MRPSA
32 St Thomas Avenue, Hayling Island, Hampshire PO11 0EX

tel: 078 500 52177
richard@rjhsurveying.com

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Residential Property Surveyors Association