Willmotts

Willmotts (Ealing) Limited

Willmott House, 12 Blacks Road, London W6 9EU T: 020 8748 6644 F: 020 8748 9300 E: mail@willmotts.com W: www.willmotts.com

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:

For Residential	For Commercial and Valuations
Mr Justin Naish,	Mr Simon Hanton F.R.I.C.S.
Director	Director
Willmotts Ealing Ltd	Willmotts Ealing Ltd
12 Blacks Road	12 Blacks Road
W6 9EU	W6 9EU
020 8748 6644	020 8748 6644
j.naish@willmotts.com	s.hanton@willmotts.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 Property Management, Lettings and Estate Agency matters:	For Surveying activities:
The Property Ombudsman	Centre for Effective Dispute Resolution (CEDR)
Milford House	70 Fleet Street
43-55 Milford Street	London
Salisbury	EC4Y 1EU
SP1 2BP	
Tel – 01722 335 458	**Tel - 0207 536 6116**
	Email: applications@cedr.com
www.tpos.co.uk	**www.cedr.com**

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