

**HARPER DENNIS HOBBS  
COMPLAINTS HANDLING PROCEDURE  
FOR PRIVATE INDIVIDUAL CLIENTS**

We are a company that is regulated by the Royal Institute of Chartered Surveyors (RICS) and as such we are required to have in place a complaints handling procedure.

Rule 7 of the RICS' Rules of Conduct for Firms requires all firms to operate a complaints handling procedure (CHP). The CHP must include a redress mechanism that is approved by RICS regulatory Board.

**Our Complaints Procedure**

Harper Dennis Hobbs is committed to providing high quality advice and services. We recognise however, that there may be instances where we get things wrong or make mistakes. To deal with this, we have a complaints procedure.

**We will Deal with your Complaint**

We will not ignore a complaint. In fact, it may help us to see where our services or procedures might be improved. If you feel we have made a mistake or undertaken something which you found unsatisfactory or unacceptable, do let us know, even if you do not think your particular concern amounts to a "complaint".

**How to Complain**

Where your complaint is initially made orally, you will be required to send a written summary of your complaint to the person dealing with it.

Once we have received that written summary, we will contact you in writing within 7 days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any further comments that you may have in relation to this

Within 21 days of receipt of your written summary David Harper, or another senior executive, will write to you informing you of the outcome of the investigations into your complaint and let you know what actions have been or will be taken.

If you are dissatisfied with our handling of your complaint, you may contact the Ombudsman at:

Surveyors' Ombudsman Service  
PO Box 1021  
Warrington  
WA4 9FE

Tel: 0845 0508181  
Fax: 0845 0511213  
Email: [enquiries@surveyors-ombudsman.org.uk](mailto:enquiries@surveyors-ombudsman.org.uk)  
Web: [www.surveyors-ombudsman.org.uk](http://www.surveyors-ombudsman.org.uk)

Their guidance suggests that you allow up to eight weeks for us to resolve the problem but if after that time you are still unhappy with the way the complaint is being dealt with, you can pass it to the SOS.