

## Complaints Handling Procedure (CHP)

As a regulated firm with the Royal Institution of Chartered Surveyors (RICS), Oswick Ltd are required to operate a Complaints Handling Procedure in accordance with the RICS Rules of Conduct. There are three stages to this procedure, please see the below.

### Stage 1

In the event that a client is dissatisfied with the service provided and wishes to make a complaint, in the first instance contact should be made with the member of staff who provided that service. That person shall acknowledge receipt of the complaint within 3 working days, providing a formal response with a reasoned answer within 15 working days of sending the acknowledgement letter.



### Stage 2

Should the answer provided not be to the satisfaction of the client the matter should be referred to:-

Damian Lockley, Director, ICIOB  
Oswick Ltd,  
5/7 Head Street,  
Halstead,  
Essex,  
CO9 2AT  
Telephone: 01787 477559  
Email: [damian@oswick.co.uk](mailto:damian@oswick.co.uk)  
Web: [www.oswicks.co.uk](http://www.oswicks.co.uk)

Or

Philip Woolston, Director, MRICS  
Oswick Ltd,  
5/7 Head Street,  
Halstead,  
Essex,  
CO9 2AT  
Telephone: 01787 477559  
Email: [phil@oswick.co.uk](mailto:phil@oswick.co.uk)  
Web: [www.oswicks.co.uk](http://www.oswicks.co.uk)

Acknowledgement of the escalation will be made within 3 working days, followed by an internal investigation. A formal response will then be provided within 15 working days after receiving your request for a review, confirming our final viewpoint on the matter.



### Stage 3

#### A) **Consumer redress scheme:**

Clients remaining dissatisfied with the service and the outcome of any internal enquiries, or reference to mediation, or more than 8 weeks has elapsed since the complaint was first made, should refer their complaint to:-

The Property Ombudsman,  
Milford House,  
43–55 Milford Street,  
Salisbury,  
Wiltshire,  
SP1 2BP  
Telephone: 01722 333306  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Web: [www.tpos.co.uk](http://www.tpos.co.uk).

**Only use this service related to business to customer transactions.**

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.

**Or**

#### B) **Business to business redress scheme:**

In the event that the matter shall still remain unsettled, arrangements would be made for the case to be referred to a suitably experienced independent mediator via:-

RICS Dispute Resolution Service,  
Surveyor Court,  
Westwood Way,  
Coventry,  
CV4 8JE  
Telephone: 020 7334 3806  
Email: [drs@rics.org](mailto:drs@rics.org)  
Web: [www.rics.org/drs](http://www.rics.org/drs)

**Only use this service related to business to business transactions.**