



HILLBREAK

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 1 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 2. Stage 2 gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

Stage 1

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 either of the named people below:

Miles Keeping

Hillbreak Ltd
Hillbreak
North Hills
Brill
Bucks
HP18 9TH

Telephone: +44 (0)7971 457 959

Email: miles@hillbreak.com

Jon Lovell

Hillbreak Ltd
Hillbreak
North Hills
Brill
Bucks
HP18 9TH

Telephone: +44 (0)7825 531031

Email: jon@hillbreak.com

Once we have received your written summary of the complaint we will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. Within 28 days of receipt of your written summary of the complaint, we will write to you in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been taken or will be taken. If we are not able to give you a full response, we will update you within 28 days of receipt of your written summary of the complaint.

Stage 2

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 consumers:

Ombudsman Services: Property
PO Box 1021
Warrington
WA4 9FE

Telephone number: 0330 440 1634

Fax number: 0330 440 1635

Textphone number: 0330 440 1600

Contact form: <http://www.ombudsman-services.org/contact-us-property.html#>

For businesses:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE

Telephone number: 020 7334 3806

Fax number: 020 7334 3802

Email address: drs@rics.org



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