



## COMPLAINTS HANDLING PROCEDURE

As a firm regulated by the Royal Institution of Chartered Surveyors (RICS), we have in place a Complaints Handling Procedure (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 the 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:

Andrea Davies - HR & Compliance Director  
Penfro Consultancy Limited  
32 Meyrick Street  
Pembroke Dock  
Pembrokeshire  
SA72 6UT  
01646 681 162  
andrea.davies@penfroconsultancy.co.uk  
www.penfroconsultancy.co.uk

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 provider:

The Centre for Effective Dispute Resolution  
100 St. Paul's Churchyard  
London  
EC4M 8BU  
+44 (0)20 7536 6000  
info@cedr.com  
www.cedr.com