



CHARLECOTE

ESTATES

Charlecote Estates
Complaints Handling Procedure v.1.2 2025

COMPLAINTS HANDLING PROCEDURE

Charlecote Estates Ltd is regulated by RICS. We operate a Complaints Handling Procedure (CHP) which meets the mandatory requirements of the RICS Professional Statement on Complaints Handling (effective 2022). This procedure provides two stages of internal review and access to independent redress via an ombudsman scheme if we are unable to resolve a complaint. The CHP is available on request and via our website.

OUR COMMITMENT

Charlecote Estates seeks to provide the highest standards and professional conduct in all aspects of our service delivery to our customers. Honesty and integrity are firmly embedded in our culture. If you have cause to request this procedure note, we firstly apologise for any distress or inconvenience you have experienced prior to taking this course of action.

We thank you for allowing us the opportunity to rectify the situation and will aim to listen to and work with you to resolve your complaint through the channels set out below with speed and efficiency. All work and reports will be prepared with the skill, care and diligence reasonably to be expected from a firm of competent Chartered Surveyors. Whilst no business likes to receive complaints, we welcome the feedback from our customers in order that we can work on improving our service.

PROCEDURE OVERVIEW

Below is the procedure which we will follow in accordance with the guidance produced by RICS. We have established a three-stage procedure to address complaints fairly and promptly.

INFORMAL RESOLUTION

Before making a formal complaint you should contact the appropriate Surveyor/Manager/Director who will aim to resolve any issues you are experiencing informally. This is often the quickest route to resolution.

FORMAL COMPLAINT – STAGE ONE

In the event that your complaint is not resolved to your satisfaction, please submit your complaint formally in writing by post or email. In order for us to be able to review the complaint we will require details of the complaint and what steps you have taken to try to resolve your complaint with the appropriate person. We will acknowledge receipt of your complaint within 3 working days. If you do not receive an acknowledgement please contact us to ensure it has been received.

Your complaint will be reviewed and investigated by a Senior Surveyor/Director who will respond to you in writing with a full response within 15 working days from receipt of your complaint. If we need further information we will contact you within 10 working days to request it. You will be asked to reply within 10 working days so that we can continue our investigations. If we are not able to respond within 15 working days we will contact you to advise when we will be able to provide a full written response.

By Post: 32B Staple Gardens, Charlecote Mews, Winchester, SO23 8SR

By Email: admin@charlecote.co.uk

Please head your correspondence with “Formal Complaint – Stage 1”



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FORMAL COMPLAINT – STAGE TWO

Should you not be satisfied with the result of your complaint or feel the handling was unsatisfactory then you can make a further complaint in writing as detailed below. In order for us to be able to review the complaint further you should confirm why you are not satisfied with the result of your complaint or the handling of your complaint at Stage One.

Your complaint will be reviewed by a Director/Managing Director who will respond to you within 15 working days from receipt of your complaint. If we need further information we will contact you within 10 working days to request it. You will be asked to reply within 10 working days so that we can continue our investigations. If we are not able to respond within 15 working days we will contact you to advise when we will be able to provide a full written response.

By Post: 32B Staple Gardens, Charlecote Mews, Winchester, SO23 8SR

By Email: admin@charlecote.co.uk

Please head your correspondence with “Formal Complaint – Stage 2”

FORMAL COMPLAINT – STAGE THREE: INDEPENDENT REDRESS

In the event that you are still not satisfied with the outcome or how your complaint has been handled, or if eight weeks have passed since the start of the formal complaints process (whichever is sooner), you have the right to refer your complaint to an independent redress scheme. You should do this within 12 months of our final response.

If you are a CONSUMER client, you may refer to:

The Property Ombudsman (TPO)

Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP
Tel: 01722 333 306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk



If you are a COMMERCIAL client, you may refer to:

Centre for Effective Dispute Resolution (CEDR)

100 St. Paul's Churchyard
London EC4M 8BU
Tel: 020 7536 6060
Email: info@cedr.com
Website: www.cedr.com





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ADDITIONAL NOTES

- All complaints will be handled in accordance with the RICS Professional Statement on Complaints Handling (2022).
- We maintain RICS-compliant Professional Indemnity Insurance.
- This procedure is reviewed annually to ensure compliance with current regulatory requirements.
- The Complaints Handling Procedure is available on request and published on our website.

Chartered Surveyors | Property Consultants | Managing Agents | Interior Design

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