**Complaints Handling Procedure**

As a firm regulated by RICS, we have in place a 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 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:

Wayne Locke MRICS

Locke Property Investments Ltd

Britannia House, 11 High St, Cowbridge, CF71 7AD

wayne@lockeproperty.co.uk

www.lockeproperty.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 providers:

**For Business-to-Business clients:**

Centre for Effective Dispute Resolution

100 St. Paul’s Churchyard, London EC4M 8BU

0207 536 6060

adr@cedr.com

[www.cedr.com](http://www.cedr.com)

**For Consumer Clients:**

Centre for Effective Dispute Resolution

100 St. Paul’s Churchyard, London EC4M 8BU

020 7536 6116

applications@cedr.co.uk

[www.cedr.com](http://www.cedr.com)

Locke Property Investments Ltd is regulated by RICS for the provision of surveying services. This means we agree to uphold the RICS Rules of Conduct for Firms and all other applicable mandatory professional practice requirements of RICS, which can be found at www.rics.org. As an RICS regulated firm we have committed to cooperating with RICS in ensuring compliance with its standards. The firm’s nominated RICS Responsible Principal is Wayne Locke wayne@lockeproperty.co.uk Tel 01446 509777