



# AU CONSULTANCY

CHARTERED SURVEYORS  
Commercial Property Services

## 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 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 the second stage. 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:

AU CONSULTANCY Limited  
Marne House  
24 Mount Ephraim Road  
Tunbridge Wells  
Kent TN1 1ED  
t: 01892 315 938  
e: [au@auconsultancy.co.uk](mailto:au@auconsultancy.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 Consumer Clients:

##### Ombudsman Services: Property

PO Box 1021  
Warrington  
WA4 9FE

t 0845 050 8181  
f 0845 051 1213  
t 01925 530 270  
f 01925 530 271  
e [enquiries@os-property.org](mailto:enquiries@os-property.org)  
[www.os-property.org](http://www.os-property.org)

#### For Business-to-Business Clients:

##### RICS Dispute Resolution Service

Surveyor Court  
Westwood Way  
Coventry  
CV4 8JE

t 020 7334 3806  
f 020 7334 3802  
e [drs@rics.org](mailto:drs@rics.org)  
[www.rics.org/drs](http://www.rics.org/drs)

**The above procedure has been established in accordance with the RICS Rule of Conduct 2007**

Regulated by RICS

