TA

EDUCATION ■ HEALTHCARE ■ RELIGION

COMPLAINTS HANDLING PROCEDURE

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 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:

Name of contact at firm: James Adebayo

Firm name: Tunji Adebayo & Co

Address: 411 – 413 Oxford Street, London

Postcode: W1C 2PE

Telephone number: 0207 993 6710

Email address: James@taproperty.co.uk

Website: www.taproperty.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:

Name of redress mechanism: The property Ombudsman

Address: Milford House, 43-55 Milford Street, Salisbury

Post Code: SP1 2BP

Telephone: 01722 333306

Email Address: admin@tpos.co.uk

Website: www.tpos.co.uk/

For Business-to-Business clients:

Name of redress provider: RICS Dispute Resolution Service

Address: 55 Colmore Row, Birmingham

Post Code: B3 2AA

Telephone: 0207 334 3806

Email Address: drs@rics.org

Website: www.rics.org/uk/products/dispute-resolution-service/

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