



CHARTERED SURVEYORS
AUCTIONEERS & VALUERS
LAND & ESTATE MANAGERS

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FAX : (01246) 222877
EMAIL: info@copelands-uk.co.uk
www.copelands-uk.co.uk

Bridge House, Hady Hill, Chesterfield, Derbyshire, S41 0DT

Regulation

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:

David J Tate, BSc MRICS
Copelands
Bridge House
Hady Hill
Chesterfield
S41 0DT

01246 232698

djt@copelands-uk.co.uk

www.copelands-uk.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.

If the complaint is against David Tate as he is a sole trader then your complaint should be addressed to Mr Alan J Terry, BSc (Est.Man.) MRICS, IRRV, MARLA., Bothams Mitchell Slaney, West Bars House, West Bars, Chesterfield, S40 1AQ. Telephone – 01246 233121.

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 03304 401634
T 01925 530 270

enquiries@os-property.org
www.ombudsman-services.org/property.html

For Business to Business clients:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE

T 020 7334 3806

drs@rics.org
www.rics.org/drs

Supporting



Principal
David J Tate
BSc MRICS

Associate
Marcus S Linsey
BSc (Hons) MSc MRICS



Sales & Valuations of Town and Country Properties, Agricultural Land & Farming Stock, Industrial & Commercial Premises