



CHARTERED SURVEYORS
AUCTIONEERS & VALUERS
LAND & ESTATE MANAGERS

TEL: (01246) 232698 AND 276459
FAX : (01246) 222877
EMAIL: info@copelands-uk.co.uk
www.copelands-uk.co.uk

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 acknowledge receipt of your complaint within 3 working days and will enclose a copy of this procedure. We will then consider and investigate your complaint and we will provide you with a formal written outcome of our investigation within 15 working days of sending the acknowledgment letter. If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place. Again, we will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

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:

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

T 01722 333 306

admin@tpos.co.uk

www.tpos.co.uk

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.

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