

CHARLES PECK

Complaints Handling Procedure (CHP)

As a regulated RICS firm, we have in place a CHP which meets the regulatory requirements. Our CHP has three 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 ask for another view from within the company. Stage two refers your complaint to Charles Peck who will review further and respond to you.

Stage three 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 to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Complaint Handling

Charles Peck Ltd

17 Southgate

Chichester

West Sussex

PO19 1ES

Tel: 01243 816666

Email: homes@charlespeck.co.uk

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. We will provide you with a full response within 15 days. The complaint will be investigated and responded to by a senior member of staff who has appropriate knowledge and experience.

Stage Two

If you are dissatisfied with our response to your complaint you have the option to ask Charles Peck to review the whole complaint in full. Please let us know why you remain dissatisfied and address your written request for stage two of the procedure to:



17 Southgate, Chichester, West Sussex PO19 1ES

T: 01243 816666 | F: 01243 816505 | E: homes@charlespeck.co.uk | www.charlespeck.co.uk

Charles Peck M.R.I.C.S | Charles Peck Limited, Registered in England & Wales, Company Registration No. 4993835

CHARLES PECK

Mr C Peck
Charles Peck Ltd
17 Southgate
Chichester
West Sussex
PO19 1ES
Tel: 01243 816666
Email: charles@charlespeck.co.uk

We will consider your escalated complaint as quickly as possible, and will acknowledge receipt of it within 3 days. We will provide you with a full response within 15 days. The complaint will be investigated and responded to by Charles Peck, the Director of the Company.

Stage Three

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 the RICS Regulatory Board. We have chosen to use the following redress providers:

For Consumer Clients:

The Property Ombudsman Ltd
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
www.tpos.co.uk
Email: admin@tpos.co.uk
Tel: 01722 333306

For Commercial Clients:

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA
www.rics.org/drs
Email: drs@rics.org
Tel: 02073 343806



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