

# LODGE & THOMAS

ESTABLISHED 1892

## **COMPLAINTS HANDLING PROCEDURE (CHP)**

As a firm Lodge & Thomas are members of the Royal Institution of Chartered Surveyors (RICS).

All Lodge & Thomas Partners and the majority of the Professional staff, as well as others within the firm are Chartered Surveyors, and either Professional Members or Fellows of the Royal Institution of Chartered Surveyors (RICS).

The RICS promotes and enforces the highest professional qualifications and standards and we have chosen to be subject to their strict standards of quality assurance in order that clients who work with us can have confidence in the quality and ethics of our service.

### **Complaints Procedure**

Lodge & Thomas endeavour to provide the highest levels of service and we are Regulated by RICS. We do however recognise that occasionally things do not go according to plan and therefore we operate a Complaints Procedure to meet the regulatory requirements. This enables our clients to inform us of any issues they have experienced and we will try to resolve them.

As a regulated RICS firm, we have in place a CHP, which meets the regulatory requirements. 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 further. The final stage gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by the RICS.

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:

**Mr. A. E. Body, BSc, MRICS**  
**Lodge & Thomas, 58 Lemon Street, Truro, Cornwall, TR1 2PY**

We will consider your complaint as quickly as possible, and it is our policy to acknowledge receipt of your complaint within 3 working days.

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We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward.

If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

## **Stage 1—Your Complaint**

Please put your complaint in writing either by letter or email and address it to Mr A E Body, BSc, MRICS (Senior Partner). Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence:

**Mr. A. E. Body, BSc, MRICS**  
**Lodge & Thomas, 58 Lemon Street, Truro, Cornwall TR1 2PY**  
**info@lodgeandthomas.co.uk**

## **Stage 2—Our Acknowledgement**

Your complaint will be acknowledged, and we will start our in-house complaints procedure (within 3 days of receiving your complaint)

## **Stage 3—Our Investigation**

If you remain unhappy, your subsequent complaint will be investigated and we will provide a written response outlining our final position and proposing resolutions where appropriate (within 15 working days of receiving your complaint).

## **Stage 4—Our Final Investigation**

If you remain unhappy, your subsequent complaint will be investigated and we will provide a written response outlining our final position and proposing resolutions where appropriate (within 15 working days of receiving your complaint).

## **Stage 5—The Property Ombudsman**

Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to:

**The Property Ombudsman**  
**Milford House, 43 – 55 Milford Street, Salisbury, Wiltshire, SP1 2BP**  
**asmin@tpos.co.uk                      01722 333306                      www.tpos.co.uk**

*(You must refer your complaint to The Property Ombudsman within 12 months of the date of our final viewpoint letter)*

**If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.**

***No charge will be made for any complaint we handle.***