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COMPLAINTS HANDLING PROCEDURE

Papas Property Centre Limited T/A CP Papas is an RICS Regulated firm and has in place the following Complaints Handling Procedure (CHP) which meets the regulatory requirements. The procedure has two stages:

Stage 1 provides our organisation the opportunity to review and consider your complaint and try to resolve your complaint to your satisfaction. The procedure in this stage is as follows:

1. Mr Panicos Loizides MRICS (Director) is the appointed person to deal with a complaint. If you have a question, or if you would like to make a complaint, please do not hesitate to contact Mr Loizides.
2. If you have initially made your complaint verbally, whether face to face or on the telephone, please also make it in writing addressed to Mr P Loizides, CP Papas, 79 Junction Road, London N19 5QU.
3. Once we have received your written complaint, Mr Loizides will contact you in writing within 10 (ten) working days. At this stage, we will give you our understanding of your case. We will also invite you to make any further comments you may have in relation to this.
4. Within 30 (thirty) days of receipt of written summary, Mr Loizides will write to you to inform you of the outcome of his internal investigations into your complaint and to let you know what actions we have taken or will take.

If you are not content with our handling of the complaint, then you may proceed to taking your complaint to Stage 2 of the procedure.

Stage 2 provides you as the Client, the opportunity to submit your complaint to Alternative Dispute Resolution (ADR), as approved by the RICS Regulatory Board. We have selected to use the following redress providers:

Consumer clients:

The Property Ombudsman Ltd
Unit 159756
PO Box 7169
Poole
BH15 9EL

t 01722 333 306
e admin@tpos.co.uk
w www.tpos.co.uk

Business clients:

RICS Dispute Resolution Service
5th Floor
55 Colmore Row
Birmingham
B3 2AA

t 020 733 43806
e drs@rics.org
w www.rics.org/drs

ESTATE AGENTS - COMMERCIAL - CHARTERED SURVEYORS