

## 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 RedRay the opportunity to review and consider your complaint in full. RedRay will endeavour to try and resolve your complaint to your satisfaction. If you are not happy with RedRay's 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:

Shankar Mistry

RedRay Limited

Lantern House, 39 -41 High Street, Potters Bar, Hertfordshire

EN6 5AJ

01707 662 997

[shankar.mistry@redray.co.uk](mailto:shankar.mistry@redray.co.uk)

[www.redray.co.uk](http://www.redray.co.uk)

RedRay 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.

### STAGE TWO

If RedRay 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:**

Centre for Effective Dispute Resolution

100 St. Paul's Churchyard,

London

EC4M 8BU

United Kingdom

[www.cedr.com](http://www.cedr.com)

0207 7536 6000

**For Business-to-Business clients:**

RICS Dispute Resolution Service

55 Colmore Row

Birmingham

B3 2AA

[www.rics.org/drs](http://www.rics.org/drs)

To accord with the requirements of our Professional Indemnity Insurance policy, we may refer complaints to our insurers. In turn our insurers may choose to direct the handling of the matter.

