



Complaints Handling Procedure

As a regulated RICS company, we have in place a Complaints Handling Procedure, which meets the regulatory requirements. Our Complaints Handling Procedure has two stages. Stage one of the Complaints handling Procedure gives our company the opportunity to review and consider your complaint in full. Our company 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:

Name of Contact – Tim Goodge
Goodge Property Services Limited
Woodton Grange, Norwich Road, Woodton, Norfolk
NR35 2LP
07855 885454
tim@goodgepropertyservices.co.uk

We 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 we are unable to agree on how to resolve your complaint, then you have the opportunity to take your complaint to an independent Alternative Dispute Resolution (ADR) Redress mechanism as approved by RICS Regulatory Board. We have chosen to use the following redress provider:

For Consumer Clients:

Centre for Effective Dispute Resolution (CEDR)
100 St. Paul's Churchyard,
London
EC4M 8BU
Tel - 020 7536 6000
Email – surveyors@cedr.com
Website – www.cedr.com/consumer/rics

For Business-to-Business clients:

The International Dispute Resolution Centre (CEDR)
70 Fleet Street
London
EC4Y 1EU
Tel - 020 7536 6000
Email – surveyors@cedr.com
Website – www.cedr.com/consumer/rics

We understand that making a complaint can be a frustrating experience. However, we want to assure you that we are here to help. We will do everything we can to resolve your complaint to your satisfaction.

Regulated by RICS