

Prior Estates Ltd
Imperial House
21-25 North Street
Bromley, Kent BR1 1SD
Tel: 020 8460 9690
Website: www.priorestates.co.uk
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Regulated by RICS



Complaints Handling Procedure 01.11.24

Complaints Handling Procedure (CHP)

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 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 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:

Mr M Stitchman
Director
Prior Estates Ltd
Leonard House
7 Newman Road
Bromley
Kent BR1 1RJ

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 3 working days. We will provide you with a written response of our investigation within 15 working days.

Stage Two

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

For Consumer Clients:

The Property Ombudsman:
Milford House, 43-55 Milford Street
Salisbury, Wiltshire, SP1 2BP
Tel: 01722 333 306

Email: admin@tpos.co.uk
Website: www.tpos.co.uk

For Business Clients:

RICS Dispute Resolution Service
Surveyors Court, Westwood Way
Coventry CV4 8JE
Tel: 020 7334 3806
Fax: 020 7334 3802
Email: drs@ris.org
Website: www.rics.org/drs