



CLIENT COMPLAINT HANDLING PROCEDURE

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If you are dissatisfied with any aspect of our service, and wish to make a complaint, please put your complaint in writing and the following procedure will be followed :

1. Jonathan Vanstone-Walker, Managing Director at TSP has been appointed to deal with complaints, and you should not hesitate to contact him:

Address: 112 – 116 New Oxford Street
London
WC1A 1HH
Email: jvw@tsp.co
Tel: 020 7284 9040

2. Once we have received your written complaint, Jonathan will contact you within 7 working days. At this stage we will give you our understanding of your case. We also invite you to make any further comments that you may have in relation to this.
3. Within 21 days of receiving your written summary, Jonathan will write to you to inform you of the outcome of his internal investigation, and let you know what action we have taken or will take.
4. If you remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly with you. If we cannot resolve the matter, we can agree to the referral of your complaint to the following dispute resolution services:

A) Consumer Clients:

The Property Ombudsman
Milford House, 43 – 55 Milford Street,
Salisbury,
Wiltshire, SP1 2BP

Phone: 01722 333306
Email: admin@tpos.co.uk
Fax: 01722 332296

B) Business Clients:

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA

Phone: 020 7334 3806
Fax: 020 7334 3802

112-116 New Oxford Street, London, WC1A 1HH
www.tsp.co • 020 7284 9040





Email: DRS@RICS.ORG
Web: www.rics.org/drs

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