

## COMPLAINTS HANDLING PROCEDURE

As a regulated RICS firm, the Miller Commercial group of companies incorporating Miller Commercial LLP, its sister Company Miller Commercial Valuers Limited and subsidiary Company Listers Property Consultants Limited, 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.

If you have a complaint, then this notice sets out the procedure which we will follow in dealing with that complaint.

### STAGE I

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:

Giles Barton  
Partner  
Miller Commercial  
Mansion House  
Princes Street  
TRURO  
TR1 2RF

Tel: (01872) 247014 / 07443 882 303  
Email: [gb@miller-commercial.co.uk](mailto:gb@miller-commercial.co.uk)  
Website: [www.miller-commercial.co.uk](http://www.miller-commercial.co.uk)

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within seven days.

If we are not able to give you a full response, we will update you within 28 days.



## STAGE 2

If we 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 the RICS regulatory board.

We have chosen to use the following redress providers:

### *For Consumer Clients*

Centre for Effective Dispute Resolution (CEDR)  
70 Fleet Street  
London  
EC4Y 1EU

Tel: 0207-536-6000  
Email: [info@cedr.com](mailto:info@cedr.com)  
Website: [www.cedr.com](http://www.cedr.com)

### *For Business- to -Business Clients*

RICS Dispute Resolution Service (DRS)  
55 Colmore Row  
BIRMINGHAM  
B3 2AA

Tel: 0207-334-3806  
Email: [drs@rics.org](mailto:drs@rics.org)  
Website: [www.RICS.org/drs](http://www.RICS.org/drs)

