

## Complaints Handling Procedure

As a regulated RICS firm, Louis Taylor Ltd 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

Even 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 as well as a written record of it. Please send your written complaint to:

Mr Graham Hulse Bsc (Hons) MRICS  
Managing Director  
Louis Taylor Limited  
5 King Street, Newcastle under Lyme, Staffordshire,  
ST5 1EN.  
01782 260 222  
[g.hulse@louis-taylor.co.uk](mailto:g.hulse@louis-taylor.co.uk)  
[www.louis-taylor.co.uk](http://www.louis-taylor.co.uk)

If we have not received your written complaint within a period of 28 days from the issue of this CHP then we will note the matter as closed on our internal log with no further action to be taken

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 redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

For Residential Lettings Matters:

Property Redress Scheme  
Premiere House, 1<sup>st</sup> Floor, Elstree Way, Borehamwood,  
WD6 1JH  
0333 321 9418  
[info@theprs.co.uk](mailto:info@theprs.co.uk)  
[www.theprs.co.uk](http://www.theprs.co.uk)

For Commercial Property Matters:

Centre for Effective Dispute Resolution (CEDR)  
100 St Paul's Churchyard, London,  
EC4M 8BU  
020 7536 6000  
[info@cedr.com](mailto:info@cedr.com)  
[www.cedr.com](http://www.cedr.com)