



**Chartered Surveyors
& Commercial
Property Consultants**

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COMPLAINTS HANDLING PROCEDURE – PPH COMMERCIAL

PPH Commercial aims to offer a quality, professional service.

We do our best to avoid errors, but if you have a complaint or dissatisfaction about our services then this note sets out the procedure which we will follow in dealing with your complaint.

Stage One

1. All complaints concerning professional and valuation related matters will be dealt with by:

Tony Gravel
PPH Commercial
First Floor Pavilion House
Hesslewood Office Park
Ferriby Road
Hessle
East Yorkshire, HU13 0LG
Tel: 01482 648888
Email: tony.gravel@pph-commercial.co.uk

2. If your complaint is made verbally, you will be requested to send a written summary of your complaint to Tony Gravel at the above address.
3. Once we have received your written summary, we will acknowledge your complaint within 7 days of receipt. You may be asked to provide any additional information which supports your complaint.
4. In some cases, we will wish to arrange for one of the firm's Senior Surveyors to call at your property to prepare an assessment. An appointment will be requested within 10 days of receiving your complaint.
5. Within 28 days of this visit or, where no visit has been undertaken, 28 days from receipt of your complaint, Tony Gravel will write to you in order to inform you of the outcome of the investigation into your complaint and to let you know what action has been taken or will be taken.

Stage Two

6. If you are happy with the outcome of PPH Commercial's investigation in to your complaint, the matter will conclude.
7. If you remain dissatisfied with any aspect of our handling of your complaint, then we recommend you refer the matter to one of the following approved Redress Schemes either:





BUSINESS OR COMMERCIAL CLIENTS

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

Tel: 020 73343806

Fax: 020 73343802

Email: drs@rics.org

www.rics.org/drs

or

ALL OTHER CLIENTS

The Property Ombudsman Service
Milford House
43 - 55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Tel: 01722 333306

Email: admin@tpos.co.uk

<https://www.tpos.co.uk/>

Reviewed and amended – October 2024