

105 STATION ROAD,  
BIRCHINGTON, KENT CT7 9RE

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E: [admin@clarke-crittenden.com](mailto:admin@clarke-crittenden.com)  
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**CLARKE & CRITTENDEN**

Land & Estate Agents, Valuers and Surveyors

## Complaints Handling Procedure Commercial / Businesses

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below.

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 the 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 Ian Crittenden MRICS  
Crittenden Commercial Limited  
105 Station Road  
Birchington  
Kent CT7 9RE

Telephone: 01843 841123  
Email: [ian@clarke-crittenden.com](mailto:ian@clarke-crittenden.com)

Once we have received your written summary of the complaint, we will contact you in writing within seven days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.

Usually within twenty-eight days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken. In some instances, your complaint may take longer than this to investigate, if so, we will write to you to inform you of our progress.

### 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 the RICS Regulatory Board.



For Commercial Purposes (Businesses)  
RICS Dispute Resolution Service, Surveyor Court, Westwood Way, Coventry, CV4 8JE  
T: 020 7334 3806 / E: [drs@rics.org](mailto:drs@rics.org)