

## Legat Owen Complaints Handling Procedure

As a regulated RICS firm, we 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

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:

Susan Wigfield - Director  
Legat Owen  
Albion House  
Albion Street  
Chester  
CH1 1RQ  
01244 408 220  
[suewigfield@legatowen.co.uk](mailto:suewigfield@legatowen.co.uk)  
[www.legatowen.co.uk](http://www.legatowen.co.uk)

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 Consumer Clients in relation to Surveying and Professional Services:

The Centre for Effective Dispute Resolution (CEDR)  
70 Fleet Street  
London  
EC4A 3DF  
02075366116  
[applications@cedr.com](mailto:applications@cedr.com)  
[www.cedr.com/consumer/rics](http://www.cedr.com/consumer/rics)

For Consumer Clients in relation to Residential Property Agency and Management:

The Property Redress Scheme  
Elwood house  
42 Lytton Road  
Barnett  
Herts  
EN5 5BY  
0333 321 9418  
[info@theprs.co.uk](mailto:info@theprs.co.uk)  
[www.theprs.co.uk](http://www.theprs.co.uk)

For Business-to-Business clients:

CEDR Solve  
The International Dispute Resolution Centre  
70 Fleet Street  
London  
EC4Y 1EU  
020 7536 6060  
[info@cedr-solve.com](mailto:info@cedr-solve.com)  
[www.cedr-solve.com](http://www.cedr-solve.com)

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