

ADDISON HUNT LTD
COMPLAINTS HANDLING PROCEDURE
1st February 2025

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1. Revision History

Prepared By	Authorised By
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Revision	Date	Originator	Description
0	1 st February 2023	Hannah Vasey	First Issue
1	1 st February 2024	Hannah Vasey	Second Issue
2	1 st February 2025	Chris Hunt	Third Issue

2. Procedure for Complaints Handling

Addison Hunt is obliged to inform Clients of the Complaints Handling Procedure and its terms and conditions of engagement. If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

- 1) A Director has been appointed to deal with complaints and you should not hesitate to contact the relevant person. Details of those appointed are set out in the schedule appended hereto.
- 2) Where your complaint is initially made verbally, you will be requested to send a written summary of your complaint to the appointed Director. Any verbal complaint made to a member of staff will be immediately reported to the Director who is responsible for the project and who will in turn pass on the information to the Director appointed to deal with complaints.
- 3) Once we have received your written summary of the complaint, we will contact you in writing within fourteen days to inform you of our understanding of the circumstances leading to the complaint. You will then be invited to make any comments that you may have in relation to this.
- 4) Within twenty one days of receipt of your summary, the Director dealing with your complaint will write to you 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.
- 5) If you remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through further negotiations with you. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to an approved redress scheme approved by the RICS Regulatory Board as noted below:

For **Consumer Clients** (which means a person acting outside the course of any business if his, or a person to whom a duty of care is owed) – referrals will be made to:

Centre for Effective Dispute Resolution

Address: 100 St Paul's Churchyard. London, EC4M 8BU

Website: www.cedr.com

Tel: 020 7536 6000

Email: applications@cedr.com

2. Procedure for Complaints Handling

For **Commercial** Clients – referrals will be made to:

The RICS Dispute Resolution Service

Address: 5 Colmore Road, Birmingham, B3 2AA

Website: www.rics.org/drs

Tel: 024 7685 8555 Email: drs@rics.org

Person appointed to deal with complaints (Clause 1):

Simon Collin DipSurv MRICS

Address: Addison Hunt Ltd, 12 Great Central Road, Loughborough, Leicestershire, LE11 1RW

Tel: 07825 219 263

Email: simon.collin@addisonhunt.co.uk

This procedure has been agreed and approved by the board of directors of Addison Hunt Ltd and will be followed by all personnel.



Signed:

Date: 1st February 2025

Print Name: Simon Collin

Review Date: 1st February 2026