**Complaints Procedures**

CF Associates is regulated by the Royal Institution of Chartered Surveyors (RICS) and operates a compliant Complaints Handling Procedure (CHP) in respect of its commercial & project management services. (Note this does not apply to Expert Witness or Alternative Dispute Resolution practice).

We value your custom, therefore any complaint will be taken seriously.

The CHP is in two stages:

Stage 1

1. If you are dissatisfied with any aspect of our service, we would urge you to speak to the consultant in person or contact Colin Featherstone.
2. If the complaint cannot be resolved in this manner then a short formal complaint should be made in writing and will be considered by a senior member of the firm or a designated complaints handler within 28 days. You should expect to receive a written acknowledgement within 10 working days.
3. Every effort will be made to investigate the complaint and provide a written response within the 28 day period and every effort will be taken to resolve the complaint amicably.
4. Written complaints should be addressed for the attention of Colin Featherstone.
5. The Complaint will be registered within a Complaints Log.

Stage 2

1. If the complaint cannot be resolved, you may refer your complaint to an independent redress scheme such as an ombudsman. (The Property Ombudsman Service (TPOS)).