

Complaints Procedure

Our aim at Thomas Price & Partners is to provide a quality service, but we recognise that there may be situations where you feel we have not provided the quality of service expected, which you would like to bring to our attention.

How to make a complaint

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.

As a regulated RICS firm, we have in place a Complaints Handling Procedure (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:

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:

Thomas Price B.Sc (Hons) MRICS
Thomas Price & Partners
The Firlands, 9 Orchard Close, Aylburton, Lydney, Gloucestershire, GL15 6EA
T: 01594 840090
E: tom@thomaspriceandpartners.co.uk
W: www.thomaspriceandpartner.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:

The Property Redress Scheme is an independent organisation dedicated to resolving disputes between consumers and property agents in the UK. Our purpose is to provide a fair and impartial platform for addressing complaints about estate agents, letting agents, and property managers. We make sure that all property agents comply with the legal requirement to offer redress, giving consumers confidence and peace of mind.

Through a process that includes initial assessment, mediation, and formal adjudication, we work diligently to resolve issues effectively and equitably, safeguarding the interests of both consumers and property professionals.

The contact details for the Property Redress Scheme are:

Property Redress Scheme

Limelight

1st Floor

Studio 3

Elstree Way, Borehamwood

Hertfordshire

WD6 1JH

T: 01722 333 306

E: info@propertyredress.co.uk

W: www.tpos.co.uk

<https://www.propertyredress.co.uk/resources/service-complaint-form>

For Business-to-Business clients:

The RICS Dispute Resolution Service (DRS) provides impartial, professional solutions for resolving disputes in land, property and construction. DRS services are only for business-to-business disputes. These services are known as alternative dispute resolution (ADR) methods, which help parties resolve issues efficiently, cost-effectively, and without the need for lengthy litigation in court.

The contact details for the DRS are:

RICS Dispute Resolution Service

55 Colmore Row, Birmingham, B3 2AA

T: 020 7334 3806

E: drs@rics.org

W: www.rics.org/drs