



## Complaint Handling Procedure

Fenn Wright LLP is regulated by the Royal Institution of Chartered Surveyors (RICS) and committed to providing property advice and services to a high standard. However, there may be instances where we get things wrong. To deal with this, we have a complaints handling procedure (CHP).

*Please note that if your complaint is in relation to the return of your tenancy deposit, you should refer to the Tenancy Dispute Service ([www.thedisputeservice.co.uk](http://www.thedisputeservice.co.uk)) or Deposit Protection Services ([www.depositprotection.com](http://www.depositprotection.com))*

We take all complaints seriously and we look for opportunities to see where our services or procedures might be improved. If you feel we may have made a mistake or there is an aspect of our service you found unsatisfactory, please let us know, even if you do not think your particular concern amounts to a 'complaint'.

**If you have a complaint**, please put it in writing, including as much detail as possible. Address your complaint to **Miranda Sandison, Managing Partner, Fenn Wright, 1 Tollgate East, Stanway, Colchester CO3 8RQ**, or email to – [miranda.sandison@fennwright.co.uk](mailto:miranda.sandison@fennwright.co.uk)

We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. We will also let you know the name of the person who is directly handling your complaint, if applicable. We will then investigate your complaint and send a formal written outcome of our investigation within 15 working days of our acknowledgement letter.

If at this stage you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff. We will write to you again within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If we are unable to agree on how to resolve your complaint, then you have the opportunity to refer the matter to one of the following independent redress schemes set out below:

For estate agency sales, lettings, or property management: **The Property Ombudsman Ltd** (TPO), Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP; 01722 333 306, [www.tpos.co.uk](http://www.tpos.co.uk)

For valuations, surveys, and other professional services: **Centre for Effective Dispute Resolution** (CEDR), 70 Fleet Street, London EC4Y 1EU. Tel 020 7536 6060 [www.cedr.com](http://www.cedr.com)

Please note the following: you will need to submit your complaint to the appropriate independent review scheme within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

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