



Tel: 01491 411066

[sales@timpeers.com](mailto:sales@timpeers.com) [lettings@timpeers.com](mailto:lettings@timpeers.com)

Tim Peers Estate Agents | 19 Duke Street  
Henley-on-Thames | Oxfordshire | RG9 1UR



[www.timpeers.com](http://www.timpeers.com)



Tim Peers is a trading name of DLH Properties Limited  
Co. Reg. No. 4381839 VAT Reg. No. 604 0207 03

## 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:

Tim Peers  
DLH Properties  
19 Duke Street  
Henley-on-Thames  
Oxfordshire  
RG9 1UR  
[tim@timpeers.com](mailto:tim@timpeers.com)  
[www.timpeers.com](http://www.timpeers.com)

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 Ombudsman (TPO)  
Milford House  
43-55  
Milford Street  
Salisbury  
SP1 2BP  
01722333306  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)

For Business-to-Business clients:  
RICS Dispute Resolution Service (DRS)  
Surveyor Court  
Westwood Way  
Coventry  
CV4 8JE  
0207 334 3806  
[drs@rccs.org](mailto:drs@rccs.org)