



Metrus Limited – Complaints Handling Procedure

As a regulated 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 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:

John Strickland
Metrus Limited
8-10 Hallam Street
London
W1W 6NS
Telephone: 0207 631 0550
Email: john.strickland@metrus.co.uk
Website: www.metrus.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:

Property Redress
Limelight
1st Floor
Studio 3
Elstree Way, Borehamwood
Hertfordshire
WD6 1JH
Telephone: 0333 321 9418
Email: info@propertyredress.co.uk
Website: www.portal.propertyredress.co.uk/complain

or

(for business customers) The RICS Dispute Resolution Service (DRS) at:

55 Colmore Row,
Birmingham
B3 2AA
Telephone: +44 (0) 20 7334 3806
Email: drs@rics.org
Website: www.rics.org/dispute-resolution-service