

R H O D I U M

Complaints Handling Procedure (CHP)

Rhodium is committed to delivering high standards of property management and customer service. If you feel that we have not met these standards in a particular area, as a RICS regulated firm, we have in place a CHP. Our CHP has two stages. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. If you are not satisfied 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. This ensures that we have a full understanding of the reasons for your complaint. Please send your written complaint to Kate Donnelly (the firm's senior designated complaints handler) at:

Kate Donnelly
Rhodium Residence Management
Nightingale House
65 Curzon Street
London
W1J 8PE
Direct Line: 020 3457 0970
www.rh-45.com

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within two working days. We will send you a full and substantive response within fifteen working 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. Please see below our chosen redress providers:

For consumer clients:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
T: 01722 333306
E: admin@tpos.co.uk
W: www.tpos.co.uk

For Business-to-Business clients:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE
T: 0207 334 3806
E: drs@rics.org
W: www.rics.org/drs