

FHP LIVING LTD COMPLAINTS HANDLING PROCEDURE 2026



In accordance with the Royal Institution of Chartered Surveyors Professional Standards Rules, we set out below our formal customer complaints procedure.

1. The director who is responsible for handling complaints within this practice is

Luke Pritchett
1a Weekday Cross
The Lace Market
Nottingham
NG1 2GB
Tel: 0115 9644 636

2. When your complaint is initially made orally, you will be requested to send a written summary of your complaint to Luke Pritchett at the address given above.
3. Your written complaint summary will be acknowledged within 48 hours of receipt and will then be formally investigated. The results of the investigation will be made known to you within 14 working days of receipt. We will write to you to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within a further 14 days of sending our written response, Luke Pritchett will write to you to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. In the event of you being dissatisfied with the outcome of your complaint then please follow the redress steps below.
6. For **Consumer Clients (Customer Complaints)** please contact:

The Property Ombudsman, 33
The Clarendon Centre,
Salisbury Business Park, Dairy
Meadow Lane, Salisbury,
Wiltshire, United Kingdom,
SP12TJ

Telephone – 01722333306

Email – admin@pos.co.uk

Website - <https://www.tpos.co.uk/contact>

For **Business-to-Business Clients (Contractual disputes)** please contact:

RICS Dispute Resolution Service
Surveyors Court
Westwood Way
CV4 8JE
T: +44 0207 334 3806
E: drs@rics.org

Interested? Call...

0115 841 1155

1 Weekday Cross | The Lace Market | Nottingham NG1 2GB

or click
fhpliving.co.uk