

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:

Name of contact at firm: Kristopher Foster MRICS

Firm name: Motis Estates Ltd

Address: Suite 1-2, Motis Business Centre, Cheriton High Street, Folkestone, Kent

Postcode: CT19 4QJ

Telephone number: 01303 212020

Email address: kris.foster@motis-estates.com

Website: www.motis-estates.com

Once we have received your written complaint, the Director will contact you in writing within 7 days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.

Within 28 days of receipt of your written summary, the Director will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken or will take.

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: please refer your complaint to:

Name: The Property Ombudsman,

Address: Unit 159756, PO Box 7169, Poole, BH15 9EL

Telephone Number: [01722 333306](tel:01722333306)

E-mail address: admin@tpos.co.uk

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For Business-to-Business clients; please refer your complaint to the RICS Dispute Resolution Service if it falls within the scope of the Scheme. This Scheme is operated by the Royal Institution of Chartered Surveyors,.

Name: RICS Dispute Resolution Service

Address: 55 Colmore Row, Birmingham, B3 2AS

Telephone Number: [+44 \(0\) 20 7695 1670](tel:+44(0)2076951670)

E-mail address: complaints@rics.org

Date: 4.6.26



