

## Complaints Handling Procedure (CHP)

Client care is our priority, and we aim that all clients are more than happy with our services.

As a regulated RICS (Royal Institution of Chartered Surveyors) firm, we have a Complaints Handling Procedure in place to escalate any concerns, problems or issues you may have with our services that we have been unable to resolve satisfactorily before making a formal complaint.

If you have or make a complaint, then this document sets out the procedure to be followed when a formal complaint is made to Goodby Martyn Ltd.

The appointed people within Goodby Martyn Ltd who deal with complaints are Mr. Gareth Goodby, BSc (Hons) AssocRICS, RICS Registered Valuer and / or Mr Tom Martyn, BSc (Hons) AssocRICS, RICS Registered Valuer.

The following procedure will be followed:

### Stage 1: Internal Complaints Procedure

1. If a verbal complaint is made, the complainant will be requested to make the complaint in writing.
2. On receipt of a written complaint, the complaint will be acknowledged within 7 days.
3. The complaint will be given full consideration by the appointed person(s).
4. Every effort will be made to respond fully to the complaint within 28 days. If the complaint cannot be responded to fully, an update will be given.
5. If the complaint cannot be resolved, the complainant will be advised in writing that the internal complaints procedure (Stage 1) has been exhausted. Details of the independent redress mechanism (Stage 2) will be included.

### Stage 2: Independent Redress Mechanism

Where stage 1 has been exhausted and the complaint has not been resolved, provision has been made for the complainant to take the case to an independent redress mechanism should you wish to. The independent redress mechanism used by Goodby Martyn Ltd is the CEDR (Centre for Effective Dispute Resolution), 100 St. Paul's Churchyard, London, EC4M 8BU. Telephone 020 7536 6116. Email: [info@cedr.com](mailto:info@cedr.com). Website: [www.cedr.com/consumer/rics/overview/](http://www.cedr.com/consumer/rics/overview/)

Procedure Issue & Review Date:

V1, January 2025. This procedure policy document will be reviewed and updated every 12 months.

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