

COMPLAINTS HANDLING PROCEDURE

CTB LTD are Regulated by the RICS. Our Complaints Handling Procedure meets the regulatory requirements and is a two stage process.

Stage One offers 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.

If you wish to issue a complaint, please follow the below procedure:

Stage One:

If you have spoken to us about your complaint, complete the following details and return this form to us. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint.

Name:
Company:
Address:
Telephone no:
Email:

We shall consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. If we cannot give you a full response, we will update you within 28 days.

Within 21 days of receipt of your written complaint, the person instructed to deal with the complaint shall contact you via email or telephone to inform you of the outcome of the complaint and to let you know what actions have been or will be taken.

If you remain dissatisfied with any aspect of our handling of your complaint, we request you advance to Stage Two as outlined below.

Stage Two:

If we are unable to agree a resolution to your complaint, you can escalate your complaint to an independent redress provider, as approved by RICS Regulatory Board. The RICS typically use the RICS Dispute Resolution Service (DRS) which can be found at this web address <https://www.rics.org/dispute-resolution-service>.