



Gold Crest Trading Ltd COMPLAINTS HANDLING PROCEDURE (CHP)

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 Gold Crest the opportunity to review and consider your complaint in full. Gold Crest 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 1:

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:

Email: Contact@goldcrestsurveyors.com
Website: <https://goldcrestsurveyors.com/>
Tel: 01332 678 416

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

Stage 2:

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:
CEDR (Centre for Effective Dispute Resolution)
100 St. Paul's Churchyard,
London EC4M 8BU

Tel: 020 7536 6000
Email: info@cedr.com
Website: <https://www.cedr.com>

For Business-to-Business clients:

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA

Tel: 020 7334 3806
Email: drs@rics.org
Website: [Dispute Resolution Service \(rics.org\)](http://Dispute Resolution Service (rics.org))