



OLYMPUS
MANAGEMENT

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 remain unhappy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you the opportunity to have your complaint reviewed by an RICS approved independent redress provider.

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:

Jamie Fletcher MRICS
Olympus Management (London) Limited
Beechey House, 87 Church Street
Crowthorne
RG45 7AW

02037720500

Jamie@olympusmanagement.co.uk
www.olympusmanagement.co.uk

We will acknowledge receipt of your complaint within 3 working days. If we are not able to give you a full response at that time, we will update you within 15 working days.

Stage Two

If we are unable to agree on how to resolve your complaint or a period of eight weeks after using making a formal complaint you remain dissatisfied, then you have the opportunity to take your complaint to an RICS approved independent redress provider. We have chosen to use the following redress providers:

For Customers: The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury, Wiltshire
SP1 2BP
01722 333306
admin@tpos.co.uk
www.tpos.co.uk

For Clients: RICS Dispute Resolution Service
Surveyor Court, Westwood Way
Coventry, CV4 8JE
020 7334 3806
drs@rics.org
www.rics.org/drs

