# Complaints Handling Procedure

As a regulated RICS firm, we operate a Complaints Handling Procedure (CHP) that meets all regulatory requirements. Our CHP follows a two-stage process:

Stage One gives our firm the opportunity to review and consider your complaint in full. We will make every effort to resolve your concerns to your satisfaction.

Stage Two gives you the opportunity to escalate your complaint if you remain dissatisfied with our response. This allows your complaint to be reviewed by an independent redress provider approved by RICS.

**Stage One – Internal Review**

Please submit your complaint in writing to:

Katie Newman
Bhangals Construction Consultants Ltd
3 Grange Park Court
Roman Way
Northampton
NN4 5EA

Telephone: 01604 871806
complaitnts@bhangals.co.uk
www.bhangals.co.uk

We will acknowledge your complaint within 7 days of receipt. Your complaint will then be fully investigated, and we will provide a written outcome within 28 days of receiving your complaint.

**Stage Two – Independent Review**

If you remain dissatisfied after Stage One (or after 8 weeks), you may refer your complaint to our chosen independent redress provider:

For Consumer Clients:
The Property Ombudsman
Milford House, 43–55 Milford Street, Salisbury SP1 2BP
Tel: 01722 333 306 | https://www.tpos.co.uk

For Business Clients:
RICS Dispute Resolution Service
55 Colmore Row, Birmingham B3 2AA
Tel: 020 7334 3806 | Email: drs@rics.org | https://www.rics.org/drs

**Compliance & Accessibility**

- A copy of this Complaints Handling Procedure is available on request and published on our website.
- All complaints are handled confidentially and in line with RICS standards.
- We review this procedure annually to ensure compliance