

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 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.

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:

Verity J Biddick MRICS FAAV (Company Director)
Smart Bluefrog Limited
Trenoweth Manor Farm
St Columb Major, Cornwall
TR9 6EW
Mobile: 07735 983 999
Email: verity@smartbluefrog.co.uk
Website: www.smartbluefrog.co.uk

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.



Trenoweth Manor Farm, St Columb, Cornwall, TR9 6EW T: 01637 889250 M: 07735 983 999
E: verity@smartbluefrog.co.uk W: www.smartbluefrog.co.uk

Smart Bluefrog Limited is a private limited company incorporated in England and Wales.

Company Number: 7552322 VAT Number: 111485541



Stage Two

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:

Centre for Effective Dispute Resolution (CEDR)
70 Fleet St,
London
EC4Y 1EU
t 0207 536 6116
e applications@cedr.com
w www.cedr.com/consumer/rics/

For Business-to-Business clients:

RICS Dispute Resolution Service (DRS)
55 Colmore Row,
Birmingham,
B3 2AA
t 020 7334 3806
f 020 7334 3802
e drs@rics.org
w www.rics.org/drs

