

Our commitment to you

As a regulated RICS firm, we operate the CHP outlined below, which fulfils or regulatory requirements. Our CHP has multiple stages.

Stage 1 allows our firm to review and evaluate your complaint.



Stage 2 is that we will issue our final written response within 30 working days outlining our findings.

If you are not satisfied by our response, **Stage 3** allows you the opportunity to have your complaint reviewed by an independent redress provider, listed below. All of our independent redress providers are approved by RICS.

Stage 1

Your initial complaint should be made to the Senior Partner:

Tim Shuldham FRICS FAAV at:
Fisher German LLP
Head Office, Ivanhoe Office Park
Ivanhoe Park Way
Ashby de la Zouch
Leicestershire LE65 2AB

	01302 243906
	complaints@fishergerman.co.uk

We will send you an acknowledgement letter within 5 days of receipt of your complaint. We will endeavour to provide you a final response within 30 working days.

Stage 2

A final formal written statement or offer as to further action will then be submitted to you from our Senior Partner, Tim Shuldham FRICS FAAV, detailing the outcome of our internal investigation. We will endeavour to provide our response within 15 working days of receipt of your written complaint. Under exceptional circumstances, we will contact you to explain our investigation has taken longer than anticipated and we will respond within the next 15 working days.

Stage 3

If you feel that the final formal written statement fails to address your complaint, you will be provided with details of our external complaints procedure from our Senior Partner Tim Shuldham FRICS FAAV, which includes redress to the appropriate service. The redress providers are detailed below:

Our Redress Mechanisms

If your complaint relates to valuation, land measurement, auctions, building surveys or professional advice contact:


Centre for Effective Dispute Resolution (CEDR)
70 Fleet Street
London EC4Y 1EU


If your complaint relates to residential lettings, residential property management or residential estate agency contact:


The Property Redress Scheme (PRS)
Lumiere
Suite 1-3, 1st Floor
Elstree Way
Borehamwood WD6 1JH

For commercial client complaints, you will be directed to the Arbitration/ Neutral Evaluation Procedure for Surveying Disputes, which is a business-to-business redress mechanism contact:

The Arbitration/Neutral Evaluation Procedure for Surveying Disputes
IDRS Limited
70 Fleet Street
London EC4Y 1EU

 0207 520 3800

 0333 321 9418

 0207 520 3800

 info@therps.co.uk

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