



Malthouse Farm, Horningtoft, Dereham, Norfolk, NR20 5DS
07789 660215 | james@jhlandagency.co.uk

COMPLAINTS HANDLING PROCEDURE (CHP)

1. Our Commitment to You

As a firm Regulated by RICS, James Hill Land Agency Ltd is committed to providing a high-quality, professional, and diligent service. If you are dissatisfied, please let us know so we can maintain and improve our professional standards.

2. Stage One: Internal Review

Because James Hill Land Agency Ltd is a sole-director practice, any formal complaint will be handled directly by the Director, James Hill.

- How to register a complaint: Put your complaint in writing via email to james@jhlandagency.co.uk.
- Acknowledgement: We will acknowledge your complaint in writing within 7 working days.
- Investigation & Response: James Hill will personally conduct an impartial review and issue a formal response within 21 working days.

3. Stage Two: Independent Redress (Alternative Dispute Resolution)

If the complaint has not been resolved within 8 weeks, you have the right to refer the matter to an independent RICS-approved ADR provider:

- For Consumer / Residential Clients: The Property Ombudsman (TPO), Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP (www.tpos.co.uk).
- For Commercial / Business Clients: RICS Dispute Resolution Service (DRS) (www.rics.org/drs).

James Hill Land Agency Ltd is a private limited company registered in England & Wales (Company No. 17424632) and is Regulated by RICS.

Companies House Address: 30 Norwich Street, Dereham, Norfolk, NR19 1BX.

