

## Complaints handling procedure (CHP)

As a regulated RICS firm, we have in place a CHP, meeting the regulatory requirements.

Our CHP has two stages:

### Stage One

It 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 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:

Ms. Casandra Salamanca.  
St Consultores.  
C/Recoletos, 19,3º Izqda.  
28001 Madrid  
España  
T: 91 183 54 30.  
F: 91 183 54 31.  
m: [survey@stconsultores.com](mailto:survey@stconsultores.com).  
Web: [www.stconsultores.com](http://www.stconsultores.com)

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.

If you are not happy with our response, you will have the opportunity to take your complaint to stage two.

### Stage Two

It gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

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:

RICS Dispute Resolution Service (Europe) operated by:  
IDRS Limited  
24 Angel Gate, City Road. London  
EC1V 2PT  
T + 44 (0)207 520 3800  
F + 44 (0)845 130 8117  
E [info@idrs.ltd.uk](mailto:info@idrs.ltd.uk)  
W [www.idrs.ltd.uk](http://www.idrs.ltd.uk)