



GN2 LIMITED

COMPLAINTS HANDLING PROCEDURE (“CHP”) – Advice Note

As a professional commercial estate agent regulated by the RICS we have in place a CHP, which meets the regulatory requirements. Our CHP has 2 stages. Stage 1 gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction as quickly as possible. If you are not happy with our response, you will have the opportunity to take your complaint to Stage 2, which gives you the opportunity to have your complaint reviewed and considered by an independent professional, approved by the RICS.

Stage 1:

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put the details of the complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Tim Powell-Harper
Director, GN2 Ltd
16th Floor
33 Cavendish Square
London W1G 0PW
Tel: 020 7183 7676
Email: tim.powellharper@gn2.uk.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 at that time, we shall update you within 20 working days.

Stage 2:

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 provider:

For Business-to-Business Clients:

Arbitration Procedure for Surveying Disputes:

Centre for Effective Dispute Resolution (“CEDR”)

Address: 70 Fleet Street, London EC4Y 1EU

Website: (www.cedr.com)