



Complaints handling procedure

Our complaints handling procedure

As a RICS regulated firm we have a two-stage complaints handling procedure that meets RICS's regulatory requirements. Stage one gives us the opportunity to review and resolve your complaint. If you're not satisfied with our response, stage two gives you the right to take it to an independent, RICS-approved redress provider.

Stage one

Please put your complaint in writing to:

Director
Portland Dodds Brown
Varsity House, 2 Falcon Court, Preston Farm Industrial Estate, Stockton-On-Tees, TS18 3TS
Tel: 01642 616616
Email: facilities@portlanddoddsbrown.co.uk
Website: www.portlanddoddsbrown.co.uk

We'll acknowledge your complaint within 7 days of receipt and give you a full response from a Manager within 28 days.

Stage two

If we're unable to resolve your complaint at stage one, you can refer it to an independent redress provider approved by RICS:

For consumer clients

The Property Ombudsman (TPO)
33 The Clarendon Centre, Salisbury Business Park, Dairy Meadow Lane, Salisbury, Wiltshire, SP1 2TJ
Tel: 01722 333306
Website: www.tpos.co.uk

For business-to-business clients

RICS Dispute Resolution Service (DRS)
12 Great George Street, Parliament Square, London, SW1P 3AD
Tel: +44 (0)20 7334 3806
Email: drs@rics.org
Website: www.rics.org/dispute-resolution-service

Teesside Office
Varsity House, 2 Falcon Court,
Preston Farm Industrial Estate,
Stockton-On-Tees
TS18 3TS
Tel: 01642 616616
facilities@portlanddoddsbrown.co.uk
www.portlanddoddsbrown.co.uk

Portland Dodds Brown is the trading name for Portland Estates Management Ltd and Dodds Brown LLP