



Complaints Handling Procedure

6th September 2023



As a regulated RICS firm, Fidum have in place a CHP, which meets the regulatory requirements of the RICS. Our CHP is set out in two stages as detailed below:

Stage 1

Stage one of the CHP gives Fidum the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction at this initial stage.

If you have initially made your complaint verbally, whether face to face or on the telephone, please also put the details of your complaint in writing to either of the below contacts listed. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Fidum have appointed the following Directors of the Company to deal with complaints. If you have a question, or if you would like to make a complaint, please do not hesitate to contact them.

- Simon Marshall – 07801737695 – simon.marshall@fidumpm.com
- Richard Wynn-Davies – 07867357998 – richard.wynndavies@fidumpm.com

Fidum Property Management Limited
Oaks House
West Street
Epsom
Surrey
KT18 7RG

Once Fidum have received your written complaint, Fidum will contact you, in writing, within seven days to acknowledge receipt of your complaint. At this stage, Fidum will give you our understanding of your case. Fidum will also invite you to make any further comments that you may have in relation to this.

Within twenty one days of receipt of either the date of your initial written complaint, or the date of receipt of any further details, the relevant Director will write to you to inform you of the outcome of their internal investigation into your complaint and to let you know what action they have taken or intend to take.

If you remain dissatisfied with any aspect of the internal handling of your complaint, the outcome or if Fidum are unable to agree on how to resolve the complaint, then you have the opportunity to take your complaint to stage two.

Stage 2

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

For Consumer Clients

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

T: 01722 335458
W: www.tpos.co.uk

For Business to Business Clients

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE

T: 0207 3343806
E: drs@rics.org
W: www.rics.org/drs