

Complaints Handling Procedure

As a regulated RICS firm, we have in place a Complaints Handling Procedure ('CHP') in accordance with the applicable RICS regulatory requirements, including the requirement for a published complaints-handling process and access to an approved independent alternative dispute resolution or redress mechanism where appropriate.

This procedure is intended to ensure that complaints are handled promptly, fairly, transparently and consistently, and that complainants are informed of the steps available to them throughout the process. Our CHP is designed to provide, at first instance, a full internal review of any complaint so that we may investigate the issues raised, consider the relevant facts and documentation, and seek to resolve the matter in a professional and proportionate manner.

If, following completion of our internal process, you remain dissatisfied, or if the matter has not been resolved within the applicable timeframe, you may refer the complaint to an independent redress provider approved by RICS for an impartial external review.

Stage One

If you wish to make a complaint, you should set out the details in writing, including the nature of the complaint, the background facts, the service or instruction to which it relates, and the outcome you are seeking. Where a complaint is first raised verbally, we may ask you to confirm it in writing so that the issues can be clearly identified and properly investigated.

This assists us in ensuring that the complaint is considered fully, accurately and fairly. Where a complaint relates to Section 20 consultation or major works, please identify the relevant works, the notice or notices issued, the stage of the consultation process to which your complaint relates, and the basis upon which you say the consultation or recovery of service charge is disputed, in accordance with section 20 of the Landlord and Tenant Act 1985.

For the avoidance of doubt, the provisions of this paragraph relating to Section 20 consultation and major works apply only to complainants residing on or otherwise connected with an estate in respect of which ERM Estates is appointed to act as managing agent. Such complaints may include, without limitation, allegations of failure to consult in accordance with the statutory requirements, inadequacy or non-compliance of the notices served, failure to properly consider leaseholder observations, or disputes as to the reasonableness or recoverability of the costs of the works through the service charge.

Your written complaint should be addressed to:

Mrs Sarah Chatwin, Managing Director
ERM Limited
128 Pyle Street
Newport, Isle of Wight
PO30 1JW

Upon receipt of your complaint, we will acknowledge it in writing within 3 working days. We will then review the matters raised and, where necessary, make such enquiries as are reasonably required in order to investigate the complaint. We aim to provide a substantive response as promptly as possible. If, for any reason, we are not in a position to issue a full response immediately, we will provide you with an update within 15 working days, explaining the status of our investigation and, where possible, indicating when a full response is expected.

Stage Two

If you remain dissatisfied after receiving our final written response, or if 8 weeks have elapsed since you first made your complaint and the matter has not been resolved, you may refer the complaint to an independent redress provider approved by the RICS Regulatory Board. Any such referral should normally be made within 12 months of the date of our final response letter. The independent redress process is intended to provide a free, impartial and independent review for eligible complainants, in

accordance with applicable RICS requirements for consumer redress and alternative dispute resolution arrangements.

We have chosen to use the following alternate dispute resolution (ADR) providers:

For Estate Management service-based disputes:

The Property Ombudsman

Milford House
43-55 Milford Street
Salisbury, Wiltshire
SP1 2BP

01722 333306
admin@tpos.co.uk
www.tpos.co.uk

For Surveying service-based disputes:

RICS Dispute Resolution Service (DRS)

55 Colmore Row
Birmingham
B3 2AA

020 7334 3802
drs@rics.org
www.rics.org/drs

For Architectural service-based disputes:

CIAT

397 City Road
London
EC1V 1NH

0207 278 2206
info@ciat.global
www.architecturaltechnology.com

Record Keeping

We maintain a complaints record and will retain records of complaints, related correspondence, and the outcome of our investigation for a minimum period of 3 years, or for such longer period as may be required by law, regulation, our insurers, or our internal governance requirements. Maintaining appropriate records enables us to monitor the handling of complaints, demonstrate regulatory compliance, identify recurring issues, and improve the quality of our services and procedures.

Confidentiality

All complaints will be handled as confidentially as is reasonably practicable and in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Personal data supplied in connection with a complaint will be processed only for the purposes of investigating, responding to, resolving and, where necessary, reviewing the complaint, and will be disclosed only where this is lawful and necessary for those purposes.

Continuous Improvement

We review complaints periodically as part of our governance and quality assurance arrangements in order to identify trends, address recurring issues, and implement appropriate improvements to our policies, procedures, service delivery and staff training where required.

Signature: 

Name: Sarah Chatwin

Position: Managing Director

Date: 02/09/2026

Review Date: 02/09/2027