

# Altus Group Complaints Handling Procedure

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## Background and Aim

Altus Group is committed to consistently delivering excellent service to its clients and part of this commitment is to ensure that we address all complaints professionally using a clearly defined process, which is explained below.

This document outlines the complaints handling procedure operated by Altus Group and the redress mechanisms available if a complaint cannot be resolved by Altus Group directly. All complaints received by Altus Group will be treated in accordance with RICS guidelines for fairness and to ensure that all complaints are resolved at the earliest possible stage.

## The Process

1. If you have made a complaint verbally then please outline this in writing and forward to the address below.
2. If a complaint is made against Altus Group in writing then it will be passed to the relevant Department Head, who will become the complaint handler for the duration of your case.
3. Once we receive your written complaint we will provide written acknowledgement of receipt within 48 hours.
4. We will investigate fully and respond to you within 28 days of receiving your written complaint. The response will contain details of the investigation and what actions have been taken to prevent any recurrence, if appropriate.
5. If you are dissatisfied with any aspect of our investigation or our handling of your complaint after the 28 day period has expired then we invite you to make any further comments you may have in relation to this to Robert Hayton IRRV (Hons) MRICS who has been appointed to oversee our complaints process.

Address: Altus Group, 180 Great Portland Street, London, W1W 5QZ  
Tel: 020 7636 7347  
Email: [complaintsuk@altusgroup.com](mailto:complaintsuk@altusgroup.com)

6. If the matter cannot be resolved then a redress mechanism will be chosen by mutual agreement to provide independent adjudication.

If you are a business this will be either:

- CEDR, 70 Fleet Street, London, EC4Y 1EU, Tel.: 020 7536 6000, email: [info@cedr.com](mailto:info@cedr.com);
- RICS, 12 Great George Street, London, SW1P 3AD, Tel.: 024 7686 8555, email: [contactrics@rics.org](mailto:contactrics@rics.org)

If you are an individual consumer this will be:

- The Property Ombudsman Scheme, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP, Tel.: 01722 333306