

Ceres Complaints Handling Procedure (July 2026)

We are very sorry that you have a complaint. If you are dissatisfied with any aspect of the service that has been provided by Ceres Property, please ensure that you undertake the following steps.

Initial Complaint

If you have made the complaint verbally, either face to face or over the telephone, please follow this up by writing to:

Shaun Spalding
Compliance Officer
Ceres Property
Unit 1 Whitbreads Business Centre
Whitbreads Farm Lane
Chelmsford
Essex CM3 3FE

Or via email: shaun.spalding@ceresproperty.co.uk

Acknowledgment and Initial Response

Upon receiving your complaint preferably in writing, we will aim to acknowledge within 7 working days. Ceres Property will consider your complaint and respond as quickly as possible.

Investigation and Resolution:

The Compliance Officer will identify the area of the business the complaint relates to and gather all relevant facts from both the complaint and company records. The goal is to assess how the complaint arose and attempt to resolve it to the complainant's satisfaction. A full response or an update on the status of the complaint will be provided within 28 working days.

Escalation to Independent Redress Provider:

If the complaint cannot be resolved between us or if eight weeks have passed since the complaint was first received in writing, you have the option to escalate the complaint to an independent redress provider. This involves entering into mediation with an alternative dispute resolution (ADR) provider

Alternative Dispute Resolution Providers:

1. For commercial redress

Scheme: Independent Adjudication Scheme for the Royal Institution of Chartered Surveyors (RICS)

Website: www.cedr.com/consumer/rics/overview/

Email: surveyors@cedr.com

Address: 100 St Paul's Churchyard, London, EC4M 8BU

Tel: 0207 536 6116

2. **For complaints relating to RTPI Members**

Scheme: Royal Institute of Town Planning

Website: www.rtpi.org.uk

Email: conduct@rtpi.org.uk

Address: 'RTPI Complaints Investigator', 41 Botolph Lane, London EC3R 8DL

Tel: 0370 774 9494

Submission for ADR:

You will need to submit your complaint for ADR within 12 months of receiving the final viewpoint letter from the company. This submission should include any evidence to support the case. It is important to note that all complaints must first go through the in-house complaints procedure before being submitted for independent review

Complaints Log Maintenance

Ceres Property commit to keep a log of all complaints received, have regular reviews and carry out staff training inline with the requirements under the RICS and RTPI.

Reviewed Annually (next review 28.07.2027)