COMPLAINTS HANDLING PROCEDURE

- If you are unable to resolve any problems with the partner, agent or professional responsible for the provision of our services, please contact us using the details below.
- This Policy complies with the standards laid down by the RICS (Royal Institution of Chartered Surveyors).
- Upon receipt of a complaint, the procedure we undertake to follow is as set out below:

THE PERSON TO DEAL WITH YOUR COMPLAINT

A senior person has been appointed in each of our Departments to deal with complaints. You should not hesitate to contact one of them in the first instance, detailing the reasons and nature of your complaint.

DEPARTMENT	NAME	TITLE	ADDRESS	TEL & EMAIL
Commercial	Andrew Groves	Managing Partner, Commercial	25 Old Burlington Street London W1S 3AN	020 7297 6274 andrew.groves@bidwells.co.uk
Rural	Roland Bull	Head of Rural	Bidwell House Trumpington Road Cambridge CB2 9LD	01223 841841 Roland.bull@bidwells.co.uk
Residential	David Bentley	Head of Residential	Bidwell House Trumpington Road Cambridge CB2 9LD	01223 841841 david.bentley@bidwells.co.uk
Land & Development	Mark Buddle	Head of Land & Development	Bidwell House Trumpington Road Cambridge CB2 9LD	01223 841841 mark.buddle@bidwells.co.uk
Built Environment	Richard Todd	Head of Built Environment	Seacourt Tower, West Way Oxford OX2 0JJ	01223 841841 richard.todd@bidwells.co.uk
Planning	Chris Pattison	Head of Planning	25 Old Burlington Street London W1S 3AN	020 7493 3043 chris.pattison@bidwells.co.uk
Rural Estate Management and Professional	Ralph Peters	Head of Rural, Scotland	Broxden House Lamberkine Drive Perth PH1 1RA	01738 630666 ralph.peters@bidwells.co.uk
Energy & Climate	Roland Bull	Head of Energy & Climate	Bidwell House Trumpington Road Cambridge CB2 9LD	01223 841841 Roland.bull@bidwells.co.uk
Operational Living	Iain Murray	Head of Operational Living	25 Old Burlington Street London W1S 3AN	020 7297 6274 ian.murray@bidwells.co.uk

STAGE 1 - ACTION AFTER COMPLAINT RECEIVED

If your complaint has not been resolved **within three business days** we may request further details of your complaint in writing, if previously made in verbal form, however we will continue to investigate the issue where it is possible to do so, pending receipt of the information requested. The Executive Director, Compliance & Risk will ensure your complaint is acknowledged within seven days of receipt, where possible, and that you receive a copy of our Complaints Handling Procedure.

OUTCOME OF OUR INVESTIGATIONS

We will undertake an impartial investigation and will provide you with a full response within 28 days from receipt of the written complaint, detailing our understanding of the issue and the reasons for our decision. This will include specific actions which have been or will be taken. Alternatively, if the investigation is still ongoing we will provide you with an update of the progress to date and if necessary, request an extension.

STAGE 2 – DISSATISFACTION ARISING FROM STAGE 1 ABOVE

If you continue to be dissatisfied with any aspect of our handling of your complaint or outcome, we shall attempt to resolve this promptly through negotiation with you and /otherwise agree to enter into mediation with an alternative dispute resolution (ADR) mechanism as detailed below:

FOR CONSUMER (INDIVIDUALS OR SMALL BUSINESSES) REDRESS

- The Property Ombudsman (TPO) Unit 159756, PO Box 7169, Poole, BH15 9EL https://www.tpos.co.uk/ (Residential Agency only). Tel: 01722 333306
- Centre for Effective Dispute Resolution (CEDR) Dispute Resolution, Conflict Management & Mediation Services - CEDR
- The Information Commissioner's Office (ICO) Information Commissioner's Office for complaints about the use of personal data

FOR COMMERCIAL REDRESS

- RICS Dispute Resolution Service www.rics.org/drs
- Centre for Effective Dispute Resolution (CEDR) Dispute Resolution, Conflict Management & Mediation Services - CEDR
- Financial Ombudsman Service (for complaints about FCA Regulated Activity where eligible) www.financial-ombudsman.org.uk

Nick Pettit
Senior Partner

V1.8 July 2026