



Network Space Investments Ltd

Complaints Handling Procedure

If your complaint has already been discussed with your main contact at our firm and you are not satisfied with the response that you have received, please follow the below procedure to escalate your complaint.

Please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Helen Gordon MRICS
Network Space Investments Ltd, Centrix House, 26 Crow Lane East, Newton Le Willows, WA12 9UY
hgordon@networkspace.co.uk

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

Our Complaints Handling Procedure gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction.

Alternative Dispute resolutions

If Network Space are unable to resolve your complaint satisfactorily you have the right to make an application to the RICS, Dispute Resolution Service, the details of which can be found here [Dispute Resolution Service \(DRS\) \(rics.org\)](https://www.rics.org/dispute-resolution-service)

