

## COMPLAINTS POLICY

- 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, 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 <a href="mailto:andrew.groves@bidwells.co.uk">andrew.groves@bidwells.co.uk</a>
Rural	Roland Bull	Head of Rural	Bidwell House Trumpington Road Cambridge CB2 9LD	01223 841841 <a href="mailto:Roland.bull@bidwells.co.uk">Roland.bull@bidwells.co.uk</a>
Residential	David Bentley	Head of Residential	Bidwell House Trumpington Road Cambridge CB2 9LD	01223 841841 <a href="mailto:david.bentley@bidwells.co.uk">david.bentley@bidwells.co.uk</a>
Land & Development	Mark Buddle	Head of Land & Development	Bidwell House Trumpington Road Cambridge CB2 9LD	01223 841841 <a href="mailto:mark.buddle@bidwells.co.uk">mark.buddle@bidwells.co.uk</a>
Built Environment	Richard Todd	Head of Built Environment	Seacourt Tower, West Way Oxford Oxfordshire OX2 0JJ	01223 841841 <a href="mailto:richard.todd@bidwells.co.uk">richard.todd@bidwells.co.uk</a>
Planning	Chris Pattison	Deputy Head of Planning	25 Old Burlington Street London W1S 3AN	020 7493 3043 <a href="mailto:chris.pattison@bidwells.co.uk">chris.pattison@bidwells.co.uk</a>
Rural Estate Management and Professional	Ralph Peters	Head of Rural, Scotland	Broxden House Lamberton Drive Perth PH1 1RA	01738 630666 <a href="mailto:ralph.peters@bidwells.co.uk">ralph.peters@bidwells.co.uk</a>
Energy & Climate	Roland Bull	Head of Energy & Climate	Bidwell House Trumpington Road Cambridge CB2 9LD	01223 841841 <a href="mailto:Roland.bull@bidwells.co.uk">Roland.bull@bidwells.co.uk</a>

Operational Living	Iain Murray	Head of Operational Living	25 Old Burlington Street London W1S 3AN	020 7297 6274 <a href="mailto:ian.murray@bidwells.co.uk">ian.murray@bidwells.co.uk</a>
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## 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. We will acknowledge your complaint within seven days of receipt and provide you with a copy of our Complaints Policy.

## 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.

## 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) <https://www.tpos.co.uk/> (Residential Agency only)
- Centre for Effective Dispute Resolution (CEDR) [Dispute Resolution, Conflict Management & Mediation Services - CEDR](#)

## FOR COMMERCIAL REDRESS

- RICS Dispute Resolution Service [www.rics.org/drs](http://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](http://www.financial-ombudsman.org.uk)



**Nick Pettit**  
Senior Partner

3 February 2026

## VERSION CONTROL -

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Current Date: 3<sup>rd</sup> Feb 2026

Next review date: 3<sup>rd</sup> Feb 2027

Doc Ref/Version: 1.7

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No	Detail	Date	Approved by
1.1	Updated in respect of changes to divisional structure	29/1/2024	Hannah Roman
1.2	The addition of the Financial Ombudsman complaint route	24/9/2024	Jo Wheatley
1.4	Operational Living and Residential Development added	02/01/2025	Jo Wheatley
1.5	Residential Development updated to Land & Development	25/02/2025	Jo Wheatley
1.5	Redress schemes updated	25/02/2025	Jo Wheatley
1.6	Giles Dobson removed as Head of Rural	15/05/2025	Jo Wheatley
1.7	Roland Bull added as Head of E&C & Rural	03/02/2026	JCW