

## COMPLAINTS HANDLING

Berrys belong to the “The Property Ombudsman” [www.tpos.co.uk](http://www.tpos.co.uk) which is a Government approved redress scheme as a requirement of the Redress Schemes for Letting Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.) (England) Order 2014, The Estate Agents (Redress Scheme) Order 2008 and The Estate Agents (Redress Scheme) (Penalty Charge) Regulations 2008.

Full details on our complaints handling procedure can be requested from any practitioner.

## CLIENT ACCOUNTS HANDLING

Berrys are also members of the RICS Client Money Protection Scheme under the Client Money Protection Schemes for Property Agents (Requirement to Belong to a Scheme etc.) Regulations 2018. This covers requirements for all surveying services, residential agency firms and residential lettings and property management in England holding client money from 1<sup>st</sup> April 2019.