Complaints procedure

November 2026

If you have a complaint about Cluttons, this statement sets out the procedures which we will follow in dealing with that complaint.

- In the first instance you should contact complaints@cluttons.com or Cluttons, Yarnwicke, 119-121 Cannon Street, London, EC4N 5AT. Your complaint will be escalated to the relevant individual who will be dealing with your complaint.
- Where your complaint is initially made orally, you will be asked to send a written (paper or email) summary of your complaint to the person dealing with it. We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 3 working days of receiving it.
- Within 10 working days of receipt of your written complaint, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation in to your complaint and to let you know what actions have been or will be taken.
- If you are dissatisfied with any aspect of our handling of your complaint, you should write to John Gravett, our CEO, at john.gravett@cluttons.com or Yarnwicke, 119-121 Cannon Street, London EC4N 5AT. He will personally conduct a separate review of your complaint and will contact you within 10 working days to inform you of the conclusion of this review.

If we are unable to agree on how to resolve your complaint and you feel we have not sought to address your complaints within eight weeks, you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

For consumers

The Property Ombudsman Services Limited
Milford House, 43-55 Milford Street Salisbury, Wiltshire, SP1 2BP
T: 01722 333306
E: admin@tpos.co.uk | www.tpos.co.uk

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support the case.

For businesses

Arbitration/Neutral Evaluation Procedures for Surveying Disputes IDRS Limited 24 Angel Gate, City Road London EC1V 2PT www.idrs.ltd.uk

Complaints relating to FCA regulated insurance activities

If your complaint is in relation to an activity of ours that is regulated by the Financial Conduct Authority (FCA), the above procedure still applies, however we will acknowledge your initial oral or written complaint within 7 business days. We will write to you again within 14 days to inform you of our conclusions or to let you know we are still investigating.

If we are unable to agree on how to resolve your complaint, then you have the opportunity to take your complaint to our nominated independent redress provider which is as follows: The Financial Ombudsman Service Exchange Tower London E14 9SR, 020 7964 1000.

Client's Money Protection Scheme

Cluttons LLP is a firm regulated by the Royal Institution of Chartered Surveyors (RICS) and our annual regulatory review fee covers the Client's Money Protection Scheme.

Cluttons LLP is a limited liability partnership in England and Wales registered under number OC344742, registered office and head office – Yarnwicke, 119-121 Cannon Street, London EC4N 5AT. Regulated by RICS.

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