

Complaints Policy

BTG Eddisons / Eddisons Commercial (Holdings) Limited and subsidiaries

Policy Owner:	Finance and Operations Partner
Approval Body:	BTG Eddisons Board
Version Number:	V02.02.2026
Approval Date:	02/02/2026
Review Date:	02/02/2027
Classification	Internal

Document Control

Version Number:	Date:	Summary of Changes:	Approved by:
V02.02.2026	02/02/2026	Company rebrand to BTG Eddisons from Eddisons, using existing content of Complaints Handling Procedure	James Foster as Operations and Finance Director

Policy Overview

1. Purpose

- 1.1 This policy sets out the framework for handling complaints in a fair, transparent, and timely manner. It ensures that all complainants are treated with respect and that their concerns are addressed effectively, in line with regulatory obligations and internal standards.

2. Scope

- 2.1 This policy applies to all complaints received by BTG Eddisons in reference to our services provided, including: commercial and residential surveying, sales and valuations of machinery and business assets, commercial and residential property auctions, building and project consultancy, rating issues, commercial property management and facilities management.
- 2.2 We will consider all complaints received, whether from clients, stakeholders, or members of the public, relating to the conduct, service, or decisions of the Group or its representatives.

Applicability and Responsibilities

3. Applicability

This policy applies to Eddisons Commercial (Holdings) Limited and all subsidiaries, including: Eddisons Commercial Limited, Eddisons Insurance Services Limited, Pugh & Company Limited, and Ernest Wilsons & Co. Limited. Trading names of Eddisons Commercial Limited include: BTG Eddisons, Remotezone, Daniells Harrison, Budworth Hardcastle, Andrew Forbes Chartered Surveyors, Banks Long & Co, SDL Property Auctions, Pugh & Co, and Mark Jenkinson & Co.

4. Responsibilities

Role	Responsible for
Heads of Area	Implementing the policy within their respective business areas.
Point of contact named in policy	Resolving issues informally within respective business area.
Finance and Operations Partner	Complaint appeal cases/issuing final viewpoint. Approving the policy content and reviewing this annually.

Policy

5. Policy Statement

5.1 Definition of a complaint

A complaint is any oral or written expression of dissatisfaction, whether justified or not, about the provision of a service, conduct of staff, or any other aspect of our operations.

5.2 Guiding principles

- All complaints will be acknowledged promptly and handled impartially.
- Complainants will not be charged for submitting a complaint.
- Where eligibility is unclear, the complainant will be treated as eligible until determined otherwise.
- Complaints will be investigated independently and thoroughly.
- Responses will be provided in plain language and without undue delay.
- Where appropriate, complainants will be informed of their right to escalate the matter to a relevant regulatory body (e.g. RICS or Property Ombudsman Service).
- All complaints will be handled in accordance with relevant data protection laws and where anonymity is requested, it will be respected as far as legally and practically possible.

5.3 Informal resolution

We encourage the informal resolution of complaints wherever possible, as most issues can be resolved with open discussion at the local level. We require you to take this step before submitting a formal complaint. Where you have a concern about our services, this should first be raised with the individual handling your case. If this does not resolve the matter, or you are not comfortable doing so for any reason, you may instead raise this with the point of contact listed below. Our team are encouraged to address concerns promptly and courteously.

- Auctions: Lucy Dan, lucy.dan@eddisons.com
- Property Management: Andrew Glover, andrew.glover@eddisons.com
- Valuations: Phil Deakin, philip.deakin@eddisons.com

5.4 Raising a formal complaint

If an informal resolution is not possible, please put your complaint in writing and send it to our central inbox: complaints@eddisons.com referencing the point of contact you have been dealing with in the applicable business area.

The Organisation's management is committed to developing, monitoring, and continually improving the Quality Management System to ensure its effectiveness and shall provide the required resources accordingly.

5.5 What will happen when a formal complaint is made?

1. Acknowledgement

We will email you an acknowledging receipt of your complaint within 3 working days of receiving it and advise you of the person who will investigate your complaint

2. Investigation and outcome

We will then investigate your complaint, which will include a review the specifics of the complaint and speaking with the relevant members of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of your complaint being received.

3. Right of appeal

If, at this stage, you are still not satisfied, you should contact us again to appeal and we will arrange for a separate review to take place. Appeals should be directed to the Financial and Operations Partner of Eddisons, James Foster, via email: james.foster@eddisons.com. Please include as much detail as possible and include correspondence with local management. Please be advised that the response to your appeal may be delegated to our central compliance team headed by Lucy Dan, Compliance Manager, for response.

4. Final viewpoint

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

5. External regulatory review

If more than 8 weeks have passed since you first raised your complaint, or you remain dissatisfied with our final viewpoint, you may contact our external redress providers listed below to raise your concerns:

The Property Ombudsman—if your complaint relates to our residential property services (not commercial) and you have used our services as an individual consumer (not a company), you can request an independent review from The Property Ombudsman without charge. Please note that you will need to submit your complaint within 12 months of receiving our final viewpoint letter, including any evidence to support your case. All complaints must first be addressed through our in-house complaints procedure before The Property Ombudsman will consider undertaking an independent review.

Address:

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

SP1 2BP

Tel: 01722333306

Email/Website Contact: admin@tpos.co.uk ; www.tpos.co.uk/consumers/make-a-complaint

Royal Institute of Chartered Surveyors— if you are a commercial client (contracting with us as a business, not as an individual), we utilise the redress provider under the RICS' scheme, the Centre for Effective Dispute Resolution 'CEDRR'. Please see the following resource to raise your complaint: <https://www.cedr.com/consumer/rics/overview/>

The Financial Ombudsman—if your complaint relates to Eddisons Insurance Services Limited you can request a review by The Financial Ombudsman. Their website is: <http://www.financialombudsman.org.uk>, or you may contact them by telephone at: 0800 0234 567.

Review and Governance

6. Review frequency

This policy shall be annually reviewed.

7. Triggers for an early review

This policy shall be reviewed early in the event of a change in company legal or trading name, a change in company structure, or a change in point of contact for informal resolution within a given business area.