

## Complaints Handling Procedure (CHP)

Our firm has put in place a CHP, which meets the RICS regulatory requirements. Our CHP has two stages. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

### Stage One

If you have spoken to us about 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:

**Lorenzo Bonomelli**

K & F Knowhow & Future Partnership srl

Via Raffaello Sanzio, 36

20149 Milano

Telephone number: (+39) 0236768504

Email address (certified e-mail): [kfp@pec.kfpartnership.it](mailto:kfp@pec.kfpartnership.it)

Website: [www.kfpartnership.it](http://www.kfpartnership.it)

The first stage of our complaint handling procedure will involve full consideration of your complaint by the appointed person on behalf of the firm. When we receive your written complaint, we will write to you within 7 days to inform you of our understanding of the circumstances leading to your complaint.

Within 28 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 and to let you know what actions have been, or will be taken. If a full response is not possible within 28 days, the appointed person will write to you within 28 days, providing you with an update as to what is happening with your complaint.

We will try to resolve the complaint to your satisfaction and if you are happy with the outcome of our investigation into your complaint, the matter will conclude.

### Stage Two

If we are unable to agree on how to resolve your complaint then 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 Consumer and Business-to-Business Clients:

**Milan Chamber of Arbitration**

CAMERA ARBITRALE NAZIONALE E INTERNAZIONALE DI MILANO

Via Meravigli - 9/b - 3th floor

20123, Milan - Italy

Tel. + 39 02 8515.4666/4563

E-mail: [segreteria.arbitrato@mi.camcom.it](mailto:segreteria.arbitrato@mi.camcom.it)

Website: [www.camera-arbitrale.it](http://www.camera-arbitrale.it)