

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman (for consumer clients), to consider without our final viewpoint on the matter). Alternatively for business clients, the complaint may be referred to the RICS Dispute Resolution Service.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman (for consumer clients) without charge, alternatively The RICS Dispute Resolution Service (for business clients) to request an independent review:

The Property Ombudsman

33 The Clarendon Centre, Salisbury Business Park,
Dairy Meadow Lane, Salisbury SP1 2TJ
admin@tpos.co.uk 01722 333 306 www.tpos.co.uk
www.tpos.co.uk/consumers/make-a-complaint

RICS

Dispute Resolution Service, 55 Colmore Row,
Birmingham B3 2AA
drs@rics.org 020 7334 3806 www.rics.org

Please note the following:

You will need to submit your complaint to The Property Ombudsman or RICS Dispute Resolution Service as appropriate, within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman and the RICS Dispute Resolution Service require that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.