

COMPLAINTS HANDLING PROCEDURE

What can I do if I am not satisfied with the service I have received from you?

Whilst we are committed to providing a quality service, we acknowledge that on occasions things can go wrong. If we do not meet your expectations and you are dissatisfied in some way, then we wish to know. Most complaints stem from a lack of communication, in that either we misunderstand your instructions or customers misunderstand the service we provide.

In the first instance, we would encourage you to discuss any problems verbally and informally with your principal contact within the company. Staff here should be able to help quickly and answer any questions you may have. If this does not resolve your concerns, then the Company's formal procedure can be invoked.

We have adopted a formal two stage procedure to ensure that any complaint is dealt with fairly and that anyone with a grievance is aware of the procedure to follow, thus avoiding any additional frustration. Details of the appropriate persons nominated to deal with each stage of your complaint are shown overleaf.

How do I make a formal complaint to you?

Stage 1 – Internal

If the verbal and informal approach does not satisfactorily deal with your concerns, we ask that you put your complaint in writing to the Director responsible for the property or development about which you wish to complain. We advise you to keep copies of all correspondence sent to us and notes of any conversations or telephone calls.

In order that we can help resolve your concern as quickly and efficiently as possible, we ask you to provide the following information in the letter of complaint:

- Your name, address and a daytime telephone number on which you can be contacted.
- The name and address of the individual within the company with whom you have been dealing.
- A clear description of your complaint, giving concise details of what you believe has gone wrong.
- Details of what you would wish to be put right.

Your letter will be acknowledged within 7 working days of receipt and you will be advised of the timescale for sending a full reply, which will usually be within 28 working days. An internal investigation into your complaint will be undertaken and, following completion of the same, you will be provide with a full response from the Director with details of what actions we have taken or will take. It is hoped that this response will resolve the matter to your complete satisfaction and will represent the final viewpoint of the company.

Stage 2 - External

If you remain dissatisfied with any aspect of our handling of your complaint, then it may be appropriate for the matter to be referred to an independent third party.

- If you are a consumer, you should contact:

Ombudsman Services: Property
PO Box 1021
Warrington
Cheshire WA4 9FE
Tel: 0330 440 1634 or 01925 530270
Fax: 0330 440 1635 or 01925 530271
Textphone: 0330 440 1800
Email: enquiries@os-property.org
www.ombudsman-services.org

This is a free service.

- If your complaint is in a business or corporate capacity, you should contact:

The RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry CV4 8JE
Tel: 020 7334 3806
Fax: 020 7334 3802
Email: drs@rics.org
www.rics.org/drs

There may be a cost to you for such a referral of a complaint.