

## Complaints Handling Procedure Effective from 1<sup>st</sup> January 2018

1. This statement of our Complaint Handling Procedure shall be made available within one week to any client, or anyone else to whom the firm owes a duty of care, expressing dissatisfaction with any aspect of the services of the firm, verbally or in writing.
2. Any complaint will be referred to Mr Courtney Manton, the senior partner of the firm, and he will deal with it. He will within one week acknowledge the complaint and if you have not put the complaint in writing, ask you to do so. This is to ensure we fully understand your complaint and have a written record of it. Do not hesitate to contact him with any question about the resolution of the complaint.
3. In the first stage of our complaints handling procedure Mr Manton will give full consideration to your complaint and try to resolve it to your satisfaction. He will do this as quickly as possible and provide you with a full response within 28 days of receiving your written complaint. If you are satisfied with this response the matter will conclude.
4. If however you do not agree to resolve the complaint the other stage of our complaints handling procedure is for the matter to be referred to a redress mechanism approved by RICS Regulatory Board for final resolution. Mr Manton will inform you in writing how you may take this opportunity within 7 days of being notified that you are not happy with his response.
5. If you are a consumer (someone acting outside the course of a business, or a person to whom a duty of care is owed) the redress mechanism will be free and provided by:

Ombudsman Services: Property  
PO Box 1021  
Warrington WA4 9FE  
Tel: 0845 050 8181 [www.os-property.org](http://www.os-property.org) [enquiries@os-property.org](mailto:enquiries@os-property.org)

6. If you are a person acting in a business capacity the redress mechanism will be provided by:

RICS Dispute Resolution Service  
Surveyor Court  
Westwood Way  
Coventry CV4 8JE  
Tel: 020 7334 3806 [www.rics.org/drs](http://www.rics.org/drs) [drs@rics.org](mailto:drs@rics.org)