

COMPLAINTS HANDLING PROCEDURE

Although we endeavour to provide a service for both our clients and members of the public of the highest standard, we accept that on occasion there may be a complaint, whether either of dissatisfaction with service, or relating to the rules of the Royal Institution of Chartered Surveyors.

We undertake to fully investigate any complaint, advising the complainant in writing of any action taken and ensuring that the matter is dealt with promptly and fully.

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint:

1. Please address any complaint to:

Ian C Macklin, F.R.I.C.S., 292 Hale Road, Hale Barns, Cheshire WA15 8SP.

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to Ian Macklin.

3. Once we have received your written summary of the complaint, we will contact you in writing within three (3) working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comment that you have in relation to this.

4. Within fifteen (15) working days of receipt of your written summary, I C Macklin will write to you in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have or will be taken.

5. With regard to Estate Agency your complaint will be referred to:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
Telephone - 01722 33 33 06
Contact - www.tpos.co.uk

With regard to Valuation advice:

RICS Regulation
Surveyor Court
Westwood Way
Coventry
CV4 8JE
Telephone - 020 7695 1670
E-mail regulation@rics.org

6. Please note the following:

You will need to submit your complaint to The Property Ombudsman within twelve (12) months of receiving your final viewpoint letter, including any evidence in support of your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.