

COMPLAINTS HANDLING PROCEDURE

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

1. A person has been appointed in our firm to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:

J C R ROUNTHWAITE BSc MRICS
53 MARKET PLACE
MALTON YO17 7LX
TEL: 01653 600747

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within 3 working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within 15 working days of receipt of your written summary, the person dealing with your complaint 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 been or will be taken.
5. If you are dissatisfied with any aspect of our handling of your complaint, you should contact.

Marcus Lyon FRICS
Charters-Reid Surveyors Ltd, Woodland Farm Offices, Flaxton, York, YO60 7QZ.
surveys@chartersreid.co.uk 01904 468881.

who will personally conduct a separate review of your complaint and contact you within 15 working days to inform you of the conclusion of this review.

6. If you are still not satisfied after the last stage of our complaint procedure (or more than 8 weeks has passed since the complaint was made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire SP1 2BP

01722 333 306

admin@tpos.co.uk

[k www.tpos.co.uk](http://www.tpos.co.uk)

7. If you remain dissatisfied with any aspect of our handling of your complaints, you will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final letter. We will then attempt to resolve this promptly through negotiations, and otherwise agree to enter into mediation with you in accordance with the RICS Dispute Resolution Service. www.rics.org/drs Tel: 020 7334 3806.