

Complaints Handling Procedure

This note sets out the procedure we will follow in dealing with any complaint:

Stage One

1. We have appointed Mrs K E C Dace RD BSc MA FRICS to deal with complaints. If you have a question or if you would like to make a complaint, please don't hesitate to contact her.
2. If you have initially made your complaint verbally – whether face-to-face or on the phone - please also make it in writing, addressed to Mrs Dace. This is to ensure that we fully understand exactly the nature of your complaint and have a written record.
3. The first stage of our complaints handling procedure will involve full consideration of your complaint by Mrs Dace partner in this firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Mrs Dace's investigation into the complaint, the matter will conclude. Once we have received your written complaint, Mrs Dace will contact you in writing within three working days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
4. We will consider your complaint as quickly as possible and will provide you with a full response, or if that is not possible, an update on what is happening with your complaint within 15 working days of receipt of your written summary, Mrs Dace will write to you, to inform you of the outcome of her internal investigation into your complaint and to let you know what actions we have taken or will take.

Stage Two as a Consumer

5. However, if we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure, which is to refer your complaint to:

The Property Ombudsman (TPO)
Milford House,
43 - 55 Milford Street,
Salisbury,
Wiltshire,
SP1 2BP

For consumer & agent complaint enquiries, please call: 01722 333306
W: www.tpos.co.uk/

Stage Two as a Business

CEDR Solve
The International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU

T 020 7536 6060
F 0207536 6061
E info@cedr-solve.com
W: www.cedr-solve.com

K E C Dace 1st February 2021.