

# COMPLAINTS HANDLING PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong we need you to tell us about it. For expressions of dissatisfaction please contact the person or team you have been dealing with and they will attempt to resolve the issue. They may need to refer the matter to their line manager, or senior manager, who may also contact you to attempt to resolve the issue. If you are not satisfied with the outcome of the conversations and would like your complaint to be investigated further, there is a two-stage complaints handling procedure to follow:

## STAGE ONE

Please put the details of your complaint in writing so we have a full understanding of the reasons for your complaint. Please state what you believe we have, or have not, done and what you would like us to do to put things right. Please send your complaint to:

**Mike Cleary, Complaints Handler, Sheldon Bosley Knight,  
1 Bridge Street, Evesham, Worcestershire, WR11 4SQ**

We will acknowledge receipt of your complaint within three working days. We will investigate and respond to your complaint within 15 working days. You will receive a final viewpoint letter or email with our response and the outcome of the investigation. Please note, some matters may take longer than 15 days to resolve.

## STAGE TWO

If you are not satisfied with the response of the stage one complaints procedure, you have the opportunity to take your complaint to an independent redress provider - after eight weeks from the date of your initial complaint letter and within 12 months of receipt of the final viewpoint letter. Please send your complaint, with any supporting evidence, to:

FOR CONSUMER CLIENTS:

**The Property Ombudsman,  
Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP**

Tel: 01722 333 306

Email: admin@tpos.co.uk

FOR BUSINESS-TO-BUSINESS CLIENTS:

**RICS Dispute Resolution Service,  
55 Colmore Row, Birmingham, B3 2AA**

Tel: 0207 334 3806

Email: drs@rics.org