

## In-house Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about it. This will help us to resolve issues as soon as possible and improve our service going forward.

If you have a complaint, please put this in writing (letter or email), including as much detail as possible to the Office Manager or Partner in Charge of the office you are dealing with. We will then respond in line with the timeframes and steps set out below.

1. Once we have received your written summary of the complaint, we will acknowledge receipt within three working days enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally be dealt with by the Office Manager or Partner who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement.
3. If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by our designated complaints handler:

Mrs Patrina Davies  
McCartneys LLP, The Ox Pasture, Overton Road, Ludlow, SY8 4BH  
Tel: 01584 872 251  
Email: [patrina.davies@mccartneys.co.uk](mailto:patrina.davies@mccartneys.co.uk)

4. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter. Should more time be required to investigate the issues raised we will contact you to explain why.
5. We aim to resolve all complaints via our in-house complaints procedure outlined above. However, if you are not satisfied and wish to pursue the matter further, then the following alternative dispute resolutions services are available to you:

### Private Individual

#### **The Property Ombudsman**

33 The Clarendon Centre  
Salisbury Business Park  
Dairy Meadow Lane  
Salisbury  
Wiltshire  
SP1 2TJ

T: 01722 333 306  
E: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
W: [www.tpos.co.uk](http://www.tpos.co.uk)

### Business to Business

#### **RICS Dispute Resolution Service (DRS)**

55 Colmore Row  
Birmingham  
B3 2AA

T: 02073 343 806  
E: [drs@rics.org](mailto:drs@rics.org)  
W: [www.rics.org](http://www.rics.org)

### **Please Note:**

You will need to submit your complaint to the Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

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