

Procedure for Handling of Complaints

If you have a complaint or have received a complaint from a member of the public then this note sets out the procedure which we will follow in dealing with that complaint:

1. Please address your concerns to Angela Hirst, Director of Angela Hirst Chartered Surveyors Limited.
2. The Manager of relevant department of the firm will be passed the details of the complaint by Angela Hirst in order that they can investigate and report.
3. Where a complaint is initially made orally, you will be requested to send a written summary of your complaint. Once a written complaint is received you will receive an acknowledgement of receipt. *
4. Following receipt of your written summary, Angela Hirst will write to you, in order to inform you of the outcome of the investigations into your complaint and let you know what actions have been or will be taken. **
5. If the complaint has still not been resolved to your satisfaction we agree if you are a commercial client to the referral of your complaint to the **RICS Dispute Resolution Service (DRS), operated by the Chartered Institute of Arbitrators, Surveyors Court, Westwood Way, Coventry. CV4 8JE** from whom details of the scheme may be obtained, or if you are a domestic client, you may refer your complaint to **The Property Ombudsman Service Limited, Milford House, 43 – 55 Milford Street, Salisbury, Wiltshire. SP1 2BP. t 01722 333306 e admin@tpos.co.uk w www.tpos.co.uk**. 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.

Timescales.

* (3.) Acknowledgement of receipt.

RICS (DRS) within 7 working days. Property Ombudsman Service within 3 working days.

** (4.) Written summary of outcome of investigation.

RICS (DRS) within 21 working days. Property Ombudsman Service within 15 working days.