Complaint Handling Procedure

Complaints made by Individuals

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. This will help us improve our standards.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the time frames set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next:

- We will send you written acknowledgement of the receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by a director or office manager who will review your file and speak with a member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.
- 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 another director.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman

Unit 159756

Po Box 7169

Poole

BH15 9EL

Tel: 01722 333 306

E-mail: admin@tpos.co.uk

Website: www.tpos.co.uk

www.tpos.co.uk/consumers/make-a-complaint

Please note the following:

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

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

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

Sarah Valentine, Acland Bracewell Surveyors Limited, The Barrons, Church Road, Tarleton, Preston, PR4 6UP. Tel: 01772 813211. Fax: 01772 815172.

Should the complaint concern the above-mentioned relevant person or he not be expected to return to this office within seven days, you should not hesitate to contact the alternative person, whose details are set out below:

Robert Rawlinson, Acland Bracewell Surveyors Limited, The Barrons, Church Road, Tarleton, Preston, PR4 6UP. Tel: 01772 813211. Fax: 01772 815172.