

COMPLAINTS HANDLING PROCEDURE (CHP).

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint:

To deal with your complaint we have appointed:

Mr James Brown MRICS
Norman F Brown
14 Queens Road
Richmond
North Yorkshire
DL10 4AG
Tel: (01748) 822473
Email: james@normanfbrown.co.uk

If you have a question or if you would like to make a complaint, please do not hesitate to contact him.

If you have initially made your complaint verbally, whether face-to-face or over the phone, please also make it in writing, addressed to James Brown above. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.

STAGE ONE.

The first stage of our complaints handling procedure will involve full consideration of your complaint by James Brown on behalf of the firm. Receipt of your complaint will be acknowledged within 3 working days and a full response issued within 15 working days. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of James Brown's investigation into your complaint, the matter will conclude.

STAGE TWO.

If we cannot agree on how to resolve the complaint then you will have the opportunity to take the complaint to the final stage of our complaints handling procedure, which is the:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
Tel: 01772 333306
Fax: 01722 332296
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

For businesses then the:

RICS Dispute Resolution Service (DRS)
Surveyor Way

Westwood Court
Coventry
CV4 8JE
Tel: 020 7334 3806
Email: drs@rics.org

will be used as the redress mechanism.