



CRANSWICKS COMPLAINTS HANDLING PROCEDURE

- 1 Any complaint made against the service provided by this business or its staff will be recorded on the appropriate job file.
- 2 The initial point of contact for all complaints is the Sole Proprietor of the business,
Mr P M Mawer, FRICS FAAV at 96 Quay Road, Bridlington, YO16 4HZ.
- 3 The complainant must submit a written summary of the nature of the complaint.
- 4 The written letter of complaint will be acknowledged in writing within 3 working days of receiving it, enclosing a copy of this procedure. A formal written response will be sent to the complainant within 15 working days of sending the acknowledgement letter. Should the complainant so require a full site visit and/or internal investigation will be undertaken and any actions taken or to be taken, will be notified to the complainant within 15 working days of the site visit or internal investigation.
- 5 Where practicable the complaint will be resolved within the internal complaints procedure mechanism.
- 6 If you are still not satisfied after the last stage of the in-house complaint procedure (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.

6.1 Consumer Redress Mechanism (including Estate Agency matters)

To the Property Ombudsman

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2PB
T: 01722 333306
F: 01722 332296
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.

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

6.2 Business to Business Redress Mechanism

For disputes between businesses, the dispute will be referred to the RICS Dispute Resolution Service (DRS)

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA

T: 020 7334 3806
F: 020 7334 3802
E: drs@rics.org
W: www.rics.org/drs

- 7 The Independent Mediator will report back to both parties setting out his findings.
- 8 Within 21 days of the Mediator's report being received by this business a final written statement or offer as to further action intended to satisfy the complainant will be sent.
- 9 Should the matter still not be resolved at this point, you should take independent legal advice.