

Complaint Handling Procedure

Whilst we strive to always provide a professional and personal service to our clients, on the rare occasion where expectations are not felt to be met, we operate a stringent complaints handling procedure.

What to do if you are dissatisfied with our service

We aim to offer all of our clients an efficient service, however, as a regulated RICS firm, we have in place a CHP (Complaints Handling Procedure), which meets the regulatory requirements. Our CHP has two stages and explains how to proceed if you have a complaint or are otherwise dissatisfied with the service this firm has provided.

Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are happy with the outcome of the investigation, the matter will conclude. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

Stage One

If you have spoken to us about your complaint, either face to face or over the telephone, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the situation, reasons for your complaint and a written record of it.

Please send your written complaint to:

James Filer AssocRICS – Director

Unit 1, Windlehill Farm

Tithebarn Lane

Sutton on the Hill

Ashbourne

Derbyshire

DE6 5JH

Tel. No: 01283 734043

Email: enquiries@filerwilliamson.co.uk

Website: www.filerwilliamson.co.uk

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

Stage Two

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers, dependent on your situation:

a) For Consumer Clients (a person acting outside the course of any business of their own) for matter relating to property sales and lettings. The contact details are:

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

Tel. No: 01722 333306

Email: www.tpos.co.uk/contact Website: www.tpos.co.uk

Please Note:

You will need to submit your complain 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 an independent review.

b) For Business-to-Business clients, the contact details are:

RICS Regulation

Surveyor Court

Westwood Way

Coventry

CV4 8JE

Tel. No: 020 7695 1670

Email: regulation@rics.org

Website: www.rics.org/complaints