



Lawrence Copeland

town & city centre

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PROCEDURE FOR COMPLAINTS HANDLING – RULE 7

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

- 1 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:

Mr Daniel Harris at the above mentioned address/telephone number.

- 2 Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
- 3 Once we have received your written summary of the complaint, we will contact you in writing within **3 days** to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments in writing that you may have in relation to this.
- 4 Within **15 days** of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
- 5 If you are a consumer and remain dissatisfied with any aspect of our handling of your complaint, you should contact **The Property Ombudsman**, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP **Tel:** 01722 333306 **E:** admin@tpos.co.uk **W:** www.tpos.co.uk who will personally conduct a separate review of your complaint and contact you to inform you of the conclusion of this review. This is a free service for you to use. 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.
- 6 Alternatively if you are a business client and remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiations, and otherwise agree to enter into mediation with you in accordance with **CEDR Solve**, The International Dispute Resolution Centre, 70 Fleet Street, London EC4Y 1EU **Tel:** 020 7536 6060 **Fax:** 020 7536 6061 **Email:** info@cedr-solve.com **Web:** www.cedr-solve.com This is a free service for you to use.

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