COMPLAINTS PROCEDURE

This note sets out the procedure we will follow in dealing with any complaint:

1. We have appointed Rachel Lister of Thomas Lister Limited, 11 The Courtyard, Buntsford Gate, Bromsgrove, Worcestershire, B60 3DJ to deal with complaints. If you have a question or if you would like to make a complaint, please do not hesitate to contact her.

2. If you have initially made your complaint verbally – whether face-to-face or on the phone – please also make it in writing, addressed to Rachel Lister.

3. Once we have received your written complaint, Rachel Lister will contact you in writing within seven days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.

4. Within twenty one days of receipt of your written summary, Rachel Lister will write to you, to inform you of the outcome of her internal investigation into your complaint and to let you know what actions we have taken or will take.

5. Consumers

   If you remain dissatisfied with any aspect of our internal handling of your complaint and/or separate review, then we can discuss whether we can agree to go to mediation according to the Ombudsman Services: Property, PO Box 1021, Warrington, WA4 9FE.

6. Business/Commercial

   If you are still unhappy with the result of any of the above, you can refer your complaint to the Neutral Evaluation Procedure for Surveying Disputes, IDRS Limited, 70 Fleet Street, London. EC4Y 1EU. Alternatively you can contact the RICS on 0207 6951670 or regulation@rics.org.