

COMPLAINT HANDLING PROCEDURE FOR THE CLIENT

If you, as a client complain, then this sets out the procedure which we will follow in order to deal with that complaint.

1. The following has been appointed to deal with the complaints. Details are set out below:

Mr Michael Bull
Easton Bevins
Unit 26 Osprey Court
Hawkfield Way
Bristol BS14 0BB

Tel: 0117 942 7876

Email: m.bull@eastonbevins.co.uk

2. Where you have initially made a complaint verbally, whether face-to-face or on the phone, please also make it in writing addressed to Mr Bull, who will obtain the Work File.
3. Once we have received your written complaint, Mr Bull will contact you within seven (7) 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 (21) days of receipt of your written summary, Mr Bull will write to you informing you of the outcome of his internal investigation into your complaint and to let you know what actions we have or will be taking.
5. If you are not satisfied with the outcome of the internal investigation and wish to take your complaint further;

If you are a business, you can refer your complaint to the RICS Dispute Resolution Service:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Westwood Business Park
Coventry
West Midlands
CV4 8JE

Tel: 0207 334 3806

Email: drs@rics.org

If you are a consumer, from 31st July 2018*, you can apply to The Centre for Effective Dispute Resolution (CEDR) which is free of charge:

The Centre for Effective Dispute Resolution,
(CEDR),
70 Fleet Street, London,
EC4Y 1EU

Tel: 020 7536 6000

Fax: 020 7536 6001

Email: info@cedr.com

Web: www.cedr.com

*Prior to this date please contact us for details of the transition arrangements from Ombudsman Services Property