

STEP 1 - INFORMAL COMPLAINT HANDLING PROCEDURE FOR THE CLIENT

Speak to the individual(s) concerned or their line manager and try to resolve the complaint informally. The individual concerned is required to tell you their name and who their line manager is if you ask them.

You should do this within one month of the action that gave rise to your complaint. They will seek to reach an amicable resolution with you in a collaborative, co-operative spirit.

STEP 2 - FORMAL COMPLAINT HANDLING PROCEDURE FOR THE CLIENT

If you are not satisfied with the response you have received at stage 1 (the informal procedure) then you should follow the process detailed in this stage 2 procedure.

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

Tel:

0117 942 7876

Easton Bevins

Unit 26 Osprey Court

Email: m.bull@eastonbevins.co.uk

Hawkfield Way Bristol BS14 0BB

- 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 three (3) 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 fifteen (15) 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 (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.

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, you can apply to The Ombudsman Services Property which is free of charge:

The Property Ombudsman Limited

Milford House 43-55 Milford Street

Salisbury SP1 2BP Tel: 01722 333306

Email: admin@tpos.co.uk Web: www.tpos.co.uk