

Complaints Handling Procedure

by

Haller Evans

66 – 68 Humber Street, Hull, HU1 1TU

Revised Date

April 2022

Haller Evans

Chartered Surveyors

66 - 68 Humber Street,
HU1 1TU
01482 323033

Haller Evans is a trading name of
Scotts Property LLP
Registered in England No: OC320588



Contents

Introduction	3
Complaints Procedure	3
Company details	5
Complaints Handling Procedure Flow Chart	6
Complaints Form	7

Introduction

At Haller Evans we pride ourselves on providing a high quality service to anyone who comes into contact with the firm be they a client, prospective tenant or purchaser, a tenant of managed property, contractor, member of the General Public, etc.

However we are only human and acknowledge that on the odd occasion things can go wrong and the level of service received may not meet your initial expectations.

Accordingly the Firm has a formal Complaints Handling Procedure. We take our commitment to service seriously and do not charge for dealing with any complaints.

Complaints Procedure

In the first instance we request that, if you feel aggrieved, you raise any issues with the member of staff concerned. Hopefully you will be able to resolve matters to your mutual satisfaction and there will be no need for any further action.

However, there may be an occasion where you are unable to satisfy your complaint, and in this instance the following will apply:

- Please feel free to discuss the issue, informally at first, with our Managing Partner, Lawrence Brown.
- If you wish for the complaint to be dealt with in a formal manner, and in accordance with our Complaints Handling Procedure, then we will request details of your complaint from you. We have a pre-printed form at the end of this document which may make matters easy for you. Alternatively you may wish to write a letter or send an email. We do request that a formal complaint is made in writing.
- Your complaint will be acknowledged within seven working days. We will investigate the matter and this will be undertaken by our Managing Partner. We will take any appropriate details from the member of staff concerned and within twenty-one working days will report back to you with any conclusions, recommendations or actions.
- If you are still dissatisfied with the conclusions drawn and feel that you are not getting satisfactory results by utilising our Firm's own Complaints Handling Procedure, or where perhaps your complaint is against one of our senior individuals then you may elevate your complaint. If you are a consumer you may appeal to the Property Ombudsman, or, for surveying related complaints you may appeal to the Centre for Effective Dispute Resolution (CEDR).
- If you are a commercial organisation you may appeal to the RICS Dispute Resolution Service (RICS DRS).
- The Property Ombudsman, CEDR and the RICS Dispute Resolution Services act in an independent manner.
- The Property Ombudsman, CEDR and the RICS Dispute Resolution Services can be contacted at:

The Property Ombudsman

Milford House, 43-55 Milford Street, Salisbury,
Wiltshire, SP1 2BP
Tel: 01722 333 306
Email: admin@tpos.co.uk

Centre for Effective Dispute Resolution (CEDR)

70 Fleet Street, London, EC4Y 1EU
Tel: (0)20 7536 6000
Email: info@cedr.com

- Their website addresses are www.tpos.co.uk
www.cedr.com
- The RICS Dispute Resolution Service can be contacted at:

**RICS Dispute
Resolution Service**

55 Colmore Row, Birmingham, B3 2AA
Tel: 0207 222 7000
E-mail: www@rics.org

- Their website address is: www.rics.org/disputeresolution

Typically the Ombudsman Services: Property and the RICS Dispute Resolution Service will require a complainant to have followed a Firm's own Complaints Handling Procedure before considering your complaint, but they may be able to provide you with some useful advice.

It goes without saying, of course, that we hope no one ever has cause to complain about the firm. We pride ourselves on delivering a high level of service at all times. We are required by the RICS to have a Complaints Handling Procedure and hope that this document is simply a formality satisfying our Professional Institution's rules and regulations.

Haller Evans is part of Scotts Property LLP

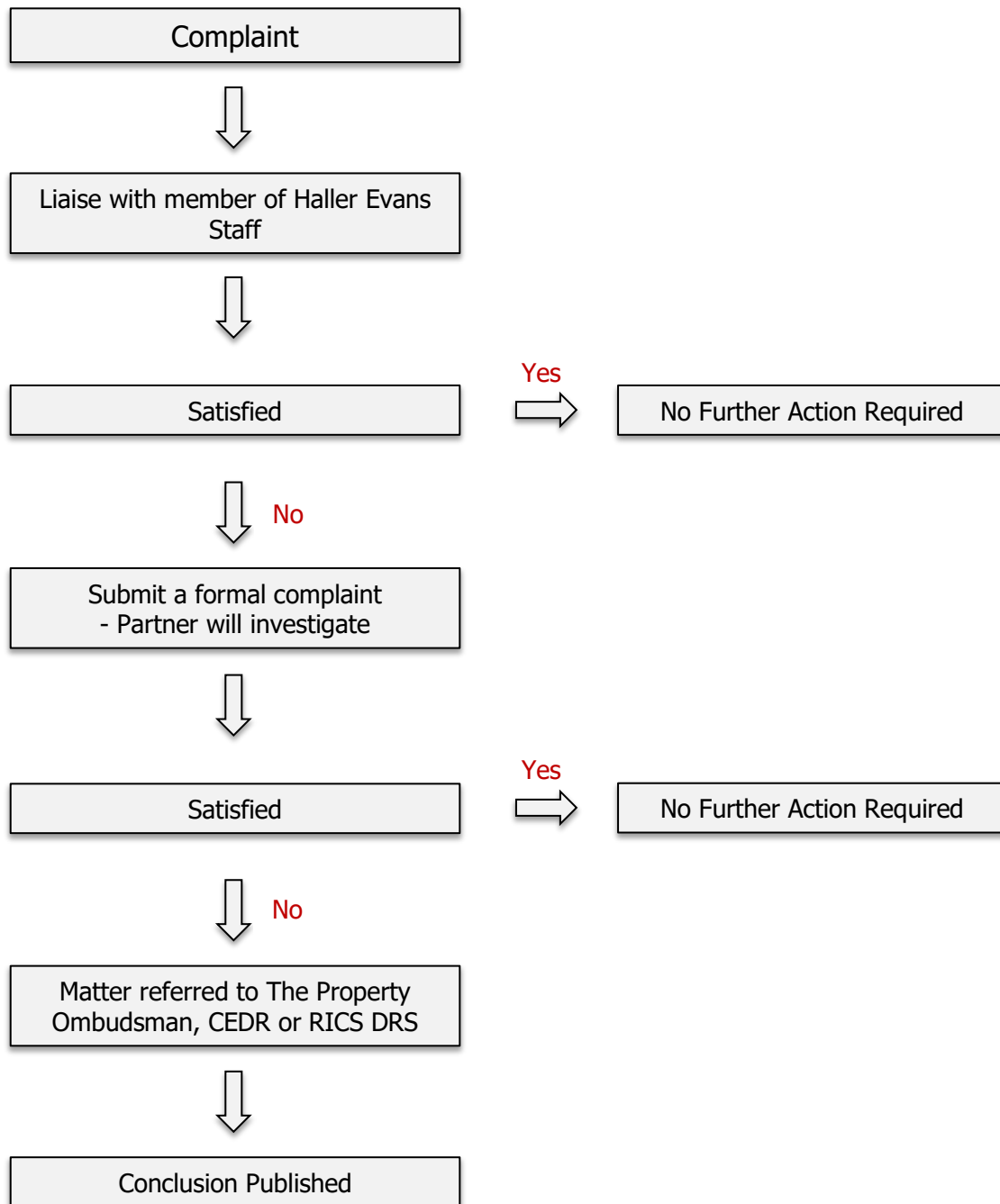
Registered in England No OC320588

Registered Office: 66 – 68 Humber Street, Hull, HU1 1TU

Haller Evans, Canters, Scotts, Scotts Chartered Surveyors and Scotts Property are trading names of Scotts Property LLP

LLP Members: L J R Brown BSc (Hons) MRICS MCI Arb
T S Powell BSc (Hons) MRICS
E A Chisholm BSc (Hons) MRICS
J J K Chisholm BSc (Hons) MRICS

Complaints Handling Procedure



Haller Evans

We are sorry that you feel it necessary to lodge a complaint about us. We have a formal Complaints Handling Procedure and will deal with your complaint as quickly and courteously as possible. To assist in dealing with your complaint, please complete this form, giving as much information as possible. Please send the form to either of the addresses below. Alternatively you may write or e-mail.

[illegible]

Nature of Complaint continued:

Signed

Date.....

Office Use Only

Date Received

Acknowledgement Letter Sent

Response

Send completed form to:
Lawrence Brown - Partner
Haller Evans
66 – 68 Humber Street
Hull
HU1 1TU

E-mail: lawrence@scotts-property.co.uk