



COMPLAINTS HANDLING PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by a senior member of staff within the department who will review your file and speak to the member of staff who dealt with you all being overseen by the partner in charge of that department. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by Alison Whitfield BSc(Hons) AssocRICS, FARLA appointed as the Complaints Officer overseeing all departments at Whitton & Laing a.whitfield@whittonandlaing.com
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you are still not satisfied after the last stage of the in-house complaint procedure (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.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury,
Wiltshire, SP1 2BP. 01722 333 306. admin@tpos.co.uk www.tpos.co.uk

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.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

For Commercial Clients the Redress system to be used is:-

Centre for Effective Dispute Resolution, 100 St Paul's Churchyard, LONDON. EC4M 8BU. 020 7536 6000 info@cedr.com www.cedr.com

Whitton & Laing (South West) LLP T/A Whitton & Laing, 20 Queen Street, Exeter, Devon. EX4 3SN

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