



COMPLAINT HANDLING PROCEDURE

Laceys Yeovil Ltd aims to offer a quality, professional service.

We do our best to avoid errors, but if you have a complaint about our services then this note sets out the procedure which we will follow in dealing with your complaint.

1. All complaints will initially be dealt with by:

D J MacLauchlan BSc (Hons) MRICS, Managing Director
Laceys Yeovil Limited
12-14 Hendford, Yeovil, Somerset, BA20 1TE
Tel: 01935 425115
Email: davidm@laceysyeovil.co.uk Website: www.laceysyeovil.co.uk

2. If your complaint is made orally, you will be requested to send a written summary of your complaint to Mr D J MacLauchlan BSc (Hons) MRICS.
3. Once we have received your written summary, we will acknowledge your complaint within 3 working days of receipt (working days are weekdays only). You may be asked to provide additional information which supports your complaint.
4. Within 15 working days from receipt of your complaint (working days are weekdays only), Mr D J MacLauchlan will write to you in order to inform you of the outcome of the investigation into your complaint and to let you know what action has been taken, or will be taken.
5. In respect of estate agency or letting agency consumer complaints, if you remain dissatisfied with any aspect of our handling of your complaint, you can contact The Property Ombudsman (TPO) at:-

The Property Ombudsman Ltd, Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP
Tel: 01722 333306
Email: admin@tpos.co.uk Website: www.tpos.co.uk

The TPO is unable to consider complaints referred to them over 12 months from the date of the Agent's final viewpoint letter.

6. In respect of surveying services consumer complaints, if you remain dissatisfied with any aspect of our handling of your complaint, you can contact the Centre for Effective Dispute Resolution (CEDR) at:-

Centre for Effective Dispute Resolution, 70 Fleet Street, London, EC4Y 1EU
Tel: 020 7536 6116
Email: applications@cedr.com Website: www.cedr.com/consumer/rics/

7. In respect of complaints from persons or organisations in a business capacity, if you remain dissatisfied with any aspect of our handling of your complaint, you can contact the RICS Dispute Resolution Service at:-

RICS Dispute Resolution Service
Surveyor Court, Westwood Way, Coventry, CV4 8JE
Tel: 020 7334 3806
Email: drs@rics.org Website: www.rics.org/drs