

# STRIDE & SON

Southdown House, St John's Street, Chichester, PO19 1XQ  
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## COMPLAINTS HANDLING PROCEDURE

We hope you never have to use this procedure. However, if you have a complaint about the way in which we conduct your business and you have been unable to resolve it at the time with the member of staff responsible, then this guidance note sets out the procedure which we will follow in dealing with that complaint.

1. The person appointed to deal with practice complaints is:  
*Imogen Stewart AssocRICS. If the complaint is in respect of work carried out by Imogen Stewart then alternatively the complaint should be addressed to Tom Prower, MRICS.*
2. 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 8 weeks you may be able to refer your complaint on to the Ombudsman or CEDR as set out below).
3. Once we have received your written summary of the complaint, we will acknowledge this within three working days of receipt.
4. Within 15 working days we will issue in writing the outcome of the investigation.
5. If you remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly by means of review by another member of staff not involved in the transaction. We will then issue a written statement setting out the review findings and expressing our final viewpoint. This concludes our in-house complaint procedure.
6. Further steps:  
*Residential leasehold (property management) or residential estate agency*  
If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks have elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge. Contact:  
The Property Ombudsman  
Milford House, 43-55 Milford Street, Salisbury, Wilts, SP1 2BP  
Tel: 01722 333 306. Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)

### *Other matters (not residential leasehold or estate agency)*

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks have elapsed since the complaint was first made) you should direct your request for an independent review to:

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

Tel: 020 7536 6000. Email: [applications@cedr.com](mailto:applications@cedr.com)

Website: [www.cedr.com](http://www.cedr.com)

## STRIDE AND SON

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