

SAMUEL & SON

CHARTERED SURVEYORS

IN-HOUSE COMPLAINTS 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, you may be able to refer your complaint to The Property Ombudsman to consider without our final viewpoint on the matter).

PLEASE ADDRESS COMPLAINTS TO:

Samuel & Son Chartered Surveyors

Bank House, High Street

Horam, East Sussex, TN21 0EH

Tel: 01435 810077

Email: info@samuelandson.co.uk www.samuelandson.co.uk

WHAT WILL HAPPEN NEXT?

- We will acknowledge your complaint in writing within three working days of receiving it, enclosing a copy of this procedure.
- A senior member of the team, ideally unrelated to the case, will then investigate your complaint. 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 the firm's Director, Mr Andrew Samuel.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If for practical reasons we are unable to respond to you within the required timescales, we will explain the reasons why and provide an estimate of when we expect to be able to conclude our investigation.

If you are happy with the outcome of our investigation, the matter will conclude. However, if we cannot agree on how to resolve the complaint there is the opportunity to refer it to the independent redress mechanisms below (approved by RICS).

FOR PRIVATE INDIVIDUALS OR "CONSUMER CLIENTS":

THE PROPERTY OMBUDSMAN LTD

Unit 159756

PO Box 7169

Poole, BH15 9EL

Tel: 01722 333 306

www.tpos.co.uk

PLEASE NOTE THE FOLLOWING:

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 complaints procedure, before being submitted for an independent review.

FOR CORPORATE OR BUSINESS-TO-BUSINESS CLIENTS:

RICS DISPUTES RESOLUTION SERVICE

Surveyors Court

Coventry, CV4 8JE

Tel: 020 7334 3806

drs@rics.org