



C P Walker & Son LLP In-House 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, and send to **Rex Walker, MARLA, Managing Partner, CP Walker & Son LLP, 107 High Road, Beeston, Nottingham, NG9 2JU** or rex@cpwalker.co.uk. If your complaint concerns Rex Walker, please address it instead to Dan Walker, Partner, at the same address or dan@cpwalker.co.uk.

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).

Internal Handling Process

1. **Acknowledgement:** Once we have received your written complaint, we will usually contact you in writing within **three working days** to acknowledge your complaint, enclosing a copy of this procedure. Once the complaint has been acknowledged, we may contact you to request further information if we think it is necessary to fully understand your complaint.
2. **Investigation:** We will then investigate your complaint. This will normally be dealt with by the relevant Partner, who will review your file and speak to the member of staff who dealt with you. To ensure impartiality, any member of staff whose conduct is the subject of the complaint will take no part in considering or deciding it. If the complaint concerns a Partner, it will be handled by a different Partner.
3. **Outcome:** Within **ten (10) working days** of receiving your complaint, we will write to you with the outcome of our investigation into your complaint and any actions we intend to take. If we need longer, for example because the matter is complex or we need information or input from third parties, we will write to you within those ten working days to explain why, and give you the date by which we anticipate providing our full response.
4. **Working Days Defined:** "Working day" is defined as Monday to Friday and not Saturdays or any Bank Holidays during which the office of CP Walker & Son LLP may or may not be open, or any other day that is not a formal holiday when the office is closed. In the event that the person undertaking the investigation into your complaint is away on holiday, we will endeavour to advise you as soon as practicably possible and confirm when your complaint is likely to be dealt with.
5. **Escalation Review:** If your complaint is not resolved at this stage, you should contact us again and we may then arrange for a separate review to take place by a senior member of staff who has not been directly involved in the matter. Alternatively, we may indicate to you that our initial review of the matter is our final viewpoint.
6. **Final Viewpoint:** If we agree to a second review, we will write to you again within **15 working days** of receiving your request for a review, confirming our final viewpoint on the matter.
7. **External Redress:** If you remain dissatisfied then the matter can be referred to an independent body according to whether the complaint is being made in relation to a



business-to-consumer (customer complaint) or business-to-business transaction (contractual dispute).

Consumer Complaints - The Property Ombudsman Limited

8. CP Walker & Son LLP are Members of **The Property Ombudsman Limited** (Membership Number T10431). This Service offers an independent way to deal with disputes between Member Agencies and consumers who are buyers or sellers or landlords or tenants of residential property in the UK. The Ombudsman is totally independent of the Member Agents and provides a free, fair and impartial review of any complaints falling within its Terms of Reference. The Ombudsman will not normally review a case until the internal complaints procedure of the Member Agency involved has been exhausted. The Ombudsman will therefore usually want to see that attempts have been made to resolve the dispute between the parties.
9. You can find out more about The Property Ombudsman by visiting their website at tpos.co.uk.
10. When we have completed our investigation into your complaint, we will send you a written statement of our findings expressing our final view and including – where appropriate – any offer made to settle the matter. This letter or email will also tell you that if you remain unhappy you may refer the matter to the Ombudsman, but that referral must take place within **12 months** of receipt of the final view correspondence.
11. The contact details for the TPO are:
 - **Address:** The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9ED
 - **Phone:** 01722 333 306
 - **Website:** tpos.co.uk

Off-Street Student Accommodation Complaints – Unipol Code

12. As a Unipol Code Member, a scheme for managing agents whose managed student properties are all accredited in Nottingham, we have agreed to support the standards outlined in the Unipol Code.
13. The Unipol Code for Nottingham can be found at:
https://www.unipol.org.uk/media/w3zd20gh/nottingham_unipolcode_20232026.pdf
14. If you believe that the standards set out in the Code are not being met, and you have followed our in-house complaints handling procedure, you may refer your complaint under the Unipol complaints procedure. A copy of the procedure can be found at <https://www.unipol.org.uk/the-code/how-to-complain/>
15. During the 'in house' phase of our complaints procedure, we will confirm to you whether your property is covered by the Unipol code.



Purpose-Built Student Accommodation (PBSA) Complaints: ANUK/Unipol National Code

16. As Members of the **ANUK/Unipol National Code**, CP Walker & Son have agreed to meet a set of Standards known as 'The National Code' relating to PBSA properties. The National Code Complaints process can help rectify a breach of the Code.
 17. The ANUK/Unipol National Code guidelines can be reviewed at:
<https://www.nationalcode.org/about-the-codes/read-the-codes/>
 18. If you believe that the standards set out in the Code are not being met, you may escalate your complaint to the National Code Complaints Investigator. Students can access this external escalation route if:
 - You are unhappy with the final outcome of our in-house complaints handling process.
 - **OR** we have not responded to your complaint within **28 days** of the date you lodged it with us.
 19. A copy of the escalation procedure and direct complaint filing forms can be found at:
<https://www.nationalcode.org/for-students/problems-complaints/>
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Business to Business Complaints: RICS Dispute Resolution Service (DRS)

20. As Members of The Royal Institution of Chartered Surveyors (RICS), CP Walker & Son LLP has access to RICS' DRS on an ad-hoc basis if disputes arise.
21. The DRS provides impartial, professional solutions for resolving disputes in the built environment using alternative dispute resolution (ADR) methods. DRS services are only for business-to-business disputes.
22. The contact details for the DRS are:
 - **Address:** RICS Dispute Resolution Service, 55 Colmore Row, Birmingham, B3 2AA
 - **Phone:** 020 7334 3806
 - **Email:** drs@rics.org
 - **Website:** www.rics.org/dispute-resolution-service