COMPLAINT HANDLING PROCEDURE

Laceys Yeovil Limited 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 are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman (TPO) without charge, at:-

   The Property Ombudsman (01722 333306)
   Unit 159756, PO Box 7169, Poole, BH15 9EL
   Email: admin@tpos.co.uk Website: www.tpos.co.uk.

   Please note, 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 (020 7536 6116)
   100 St Paul's Churchyard, London, EC4M 8BU
   Email: surveyors@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 (020 7334 3806)
   Surveyor Court, Westwood Way, Coventry, CV4 8JE
   Email: drs@rics.org Website: www.rics.org/drs