



## Chinneck Shaw Limited - 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. Our aim is to resolve the matter as soon as we can.

This note sets out the procedure which we will follow to deal with that complaint.

### Step One

We ask that initially you discuss any complaint with one of our staff. Our aim is to deal with the problem sympathetically, fairly, and quickly. We want to understand what went wrong and why and find a way to fix any mistakes made. We will work with you to try resolve your issue.

### Step Two

If you are dissatisfied with the outcome of Step One, you will be requested to submit a written summary of your complaint:

What will happen next?

- We will send you contact you acknowledging receipt of you complaint within three working days.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. 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 a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

For consumer complaints : The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire. 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)

For business-to-business complaints : RICS Dispute Resolution Centre, Surveyor Court, Westwood Way, Coventry, CRV4 8JE. Tel 0207 334 3806 email: [drs@rics.org](mailto:drs@rics.org) website: [www.rics.org.drs](http://www.rics.org.drs)

Please note the following:

Any referral to The Property Ombudsman must be made within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

A copy of our in-house complaints procedure is available on request.