

Complaints Handling Procedure

This procedure should be made available in written form to clients or the public on request. It is addressed to the claimant as follows:

If you have a complaint then this is the procedure which we will follow in dealing with the matter:

1. The person appointed to deal with complaints regarding our practice is Mr Daniel Jackson. You should not hesitate to contact him on 01789 292310 or djackson@sheldonbosleyknight.co.uk.
2. Where your complaint is initially made orally you will be requested to send a written summary.
3. Once we have received your written summary we will contact you in writing within three working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments you may have in relation to the summary.
4. Within fifteen days of receipt of your written summary the person dealing with your complaint will write to you informing you of the outcome of the investigation and to let you know what actions have been or will be taken.
5. If you remain dissatisfied with any aspect of our handling of your complaint, we will attempt to resolve this promptly through negotiations, and otherwise agree to enter into mediation with you in accordance with The Property Ombudsman Service on behalf of a consumer/member of the public or The Arbitration Procedure for Surveying Disputes for business to business, details of which are listed below.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

T: 01722 333306

www.tpos.co.uk

