

COMPLAINTS HANDLING PROCEDURE

As a regulated RICS firm, we have in place a Complaints Handling Procedure (referred to as CHP), which meets the regulatory requirements. Our CHP has two stages. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve a complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

Stage One

If you have a question or if you would like to make a complaint, please put the details of your complaint in writing so that we can be certain that we have a full understanding of the reasons for your complaint. Please send this in writing to:

Roger Davis, MRICS
Geo Hallam & Sons
24 Regent Street
Nottingham
NG1 5BQ

Telephone: 0115 958 0301
Email: roger.davis@geohallam.co.uk
Website: www.geohallam.co.uk

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- 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.

Stage Two

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

For Consumer Clients:

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

Telephone: 01722 333 306
Fax: 01722 332 296
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

For Business-to-Business Clients:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE

Telephone: 0207 334 3806
Fax: 0207 334 3802
Email: drs@rics.org
Website: www.rics.org/drs

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.

Following receipt of your complaint a 'complaints log' will be opened. This is for the purpose of having transparency that there is a system in place to demonstrate the tracking and management of a complaint, indicate what actions have been taken and when and to address any issues internally with staff that may arise during the complaints procedure.

We would however ask that any ongoing contact, following the issuing of a complaint, is made in writing to Roger Davis, whose contact details are highlighted in Stage One above.