

COMPLAINTS PROCEDURE

We are committed to providing a professional service to all of our clients and customers. However, if you do have a complaint, then this document sets out the procedure which we will follow in dealing with that complaint.

1. A person has been appointed in this office to deal with complaints, and you should not hesitate to contact them. Details are set out below:-

John Day FRICS
Cottons Property Consultants LLP,
Cavendish House, 359-361 Hagley Road, Edgbaston, Birmingham, B17 8DL
Telephone Number: 0121 247 2030

2. Please note that all complaints must be submitted in writing
3. We will provide a written acknowledgment of your complaint within three working days of receipt, and supply a copy of this procedure at that time.
4. We will subsequently investigate the matter and provide a formal written outcome of our investigation to you within fifteen working days of sending the acknowledgment letter.
5. If you are in disagreement with the outcome, you will be invited to make any comments that you may have in relation to the outcome, and if you do so, the person dealing with your complaint will carry out a review of the investigation, and will subsequently write to you within a further fifteen working days, providing our final viewpoint of the complaint.
6. If you are a private individual and the complaint has still not been resolved to your satisfaction, (or more than 8 weeks has elapsed since the original complaint was made) you can request an independent review from the Property Ombudsman, without charge.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP;
Telephone : 01722 333306; email : admin@tpos.co.uk; Website : www.tpos.co.uk

Please note, 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.

7. If you are a business and the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Royal Institution of Chartered Surveyors Dispute Resolution Service, Royal Institution of Chartered Surveyors, 12 Great George Street, Parliament Square, London, SW1P 3AD, Telephone: 0247 686 8555 www.rics.org