

## OUR COMPLAINTS HANDLING PROCEDURE

1. If at any time you experience a problem with the progress or management of your particular matter, you should always feel free to make an appointment with the person responsible so that you can discuss your concern. If that does not provide a solution, then as an RICS regulated firm we have put in place a complaints handling procedure, of which the details are as follows:-
2. A person has been appointed in our office to deal with complaints and you should not hesitate to contact him. His details are set out below.

Mr N. Mills

Senior Partner  
51 Old Steyne, Brighton, BN1 1HU  
Tel: 01273 321123  
email: cd@gsp.uk.com

We reserve the right to nominate an alternative partner.

3. Where your complaint is initially made orally, you will be asked to send a written summary setting out as fully as possible the nature of your complaint.
4. When we have received your written summary we will contact you in writing within seven days to inform you of our understanding of the circumstances leading to your complaint. You will then be invited to make any further written representations, before the matter is considered.
5. Within 28 days from receipt of your written representations, the person dealing with your complaint will write to you in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
6. If for whatever reason we are unable to respond before the expiry of 28 days we will write to you setting out where we are with the investigation and the reasons for the delay. If you remain dissatisfied ( or more than 8 weeks has elapsed since the complaint was made ) then you have the right to take the matter up with the nominated dispute resolver.
7. If you are not satisfied with the Firms ultimate decision then you have the right to take the matter up with the RICS nominated dispute resolver.
8. Where the complaint is made by a consumer (Business to Consumer transactions-customer complaints), which means a person acting outside the course of any business of his or hers, or a person to whom a duty of care is owed, the nominated dispute resolver is Ombudsman Services: Property whose contact details are PO Box 1021, Warrington, WA4 9FE. Telephone:

0330 440 1634 or 01925 530 270. Fax: 0330 440 1635 or 01925 530 271.  
Email: [enquiries@os-property.org](mailto:enquiries@os-property.org) from whom details of the scheme may be obtained.

9. Where the complaint is made by a commercial client (contractual disputes) this is regarded as business to business and the nominated dispute resolver in these cases is CEDR Solve, The International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU. Telephone 020 7536 6060. Fax 020 7536 6061. Email : [info@cedr-solve.com](mailto:info@cedr-solve.com) from whom details of the scheme may be obtained.

19 January 2018