

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 A.O. Mackay, FRICS
Senior Partner

51 Old Steyne, Brighton, BN1 1HU
Tel: 01273 321123
email: am@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 21 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 you remain dissatisfied with our decision and the handling of your complaint, you may appeal to the firm and either one or two other members of Graves Son & Pilcher LLP will review the matter afresh within 21 days from receipt of your request for an appeal and we will notify you of the outcome of their decision in writing.
7. If you are still not satisfied and after the last stage of the in-house complaint procedure above (or in the event that more than 8 weeks has elapsed since the complaint was first made) then you have the right to take the matter up with the Surveyors Ombudsman Service without charge. This type of complaint is by a consumer 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 contact details for the Surveyors Ombudsman Service are PO Box 1021, Warrington, WA4 9FE, Telephone 0845 050 8181, Fax 0845 051 1213 E: enquiries@surveyors-ombudsman.org.uk, www.surveyors-ombudsman.org.uk from whom details of the scheme may be obtained.

Where the complaint is made in a business to business relationship, the matter should be taken up with the IDRS. The contact details are IDRS Limited, 24 Angel Gate, City Road, London, EC1V 2PT. Tel: 020 7520 3800, Fax: 020 7520 3829, E: info@idrs.ltd.uk, www.idrs.ltd.uk.

1 April 2011