



GRAVES SON & PILCHER

Complaints Handling Procedure for Tenants and Leaseholders

We are sorry that you are not happy with the service you have received from Graves Son & Pilcher.

We operate a formal complaints handling procedure in accordance with RICS Rules and Mr D Paige from our parent company **Riversong Ltd** has been appointed to deal with complaints. If you have a question or would like to make a complaint, please do not hesitate to contact him at our offices shown below. Please note, we reserve the right to nominate an alternative case handler if necessary.

If you have initially made your complaint verbally, whether face-to-face or on the telephone, please also make it in writing. Please address your complaint, in a sealed envelope to –

*Mr D Paige
Operations Manager
Riversong Limited
51 Old Steyne
Brighton BN1 1HU*

Once we have received your written complaint Mr Paige will contact you in writing within 14 days. At this stage he will give you our understanding of your case. He will also invite you to make any further comments that you may have in relation to this.

Within 28 days from receipt of your written representations, Mr Paige will write to you to in order to inform you of the outcome of our investigation into your complaint and to inform you of the actions which have or will be taken.

If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, you may refer your complaint to :-

Ombudsman Services : Property
PO Box 1021
Warrington
WA4 9FR

Tel: 0330 440 1634
Email: enquiries@os-property.org
Website: www.ombudsman-services.org

We thank you for your co-operation.

Revised March 2018