



## GRAVES SON & PILCHER

### Complaints Handling Procedure

We are committed to providing a professional service to all our clients. When something goes wrong, we would like you to tell us about it, to help us improve our standards.

We are sorry that you are not happy with the service you have received. We operate a formal complaints handling procedure, as set out below:

Jo Ware, Office Manager & Head of Administration at Graves Son & Pilcher, has been appointed to deal with any complaints. If you have a question or would like to make a complaint, please do not hesitate to contact her at our offices. Please note that we reserve the right to nominate an alternative person to handle your case, if necessary.

If you made your initial complaint verbally - whether face-to-face or on the telephone - please also make it in writing - either by post or by email. Please submit your written complaint using the contact details shown below. Please note that if your complaint relates to insurance related activities, we will need to refer you to the appropriate party, so please specify if this is the case:

Mrs Jo Ware  
Office Manager & Head of Administration  
Graves Son & Pilcher LLP  
51 Old Steyne  
Brighton  
BN1 1HU

[jw@gsp.uk.com](mailto:jw@gsp.uk.com)

Please also email a copy to Imogen Mergler, Marketing & Strategy Partner at Graves Son & Pilcher:

[i.mergler@riversonggroup.com](mailto:i.mergler@riversonggroup.com)

What will happen next?

- Once we have received your written complaint, Jo will contact you in writing within 3 working days to acknowledge receipt of your comments.
- We will then investigate your complaint. We will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation and details of any action taken 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 another senior member of staff.
- If you are still not satisfied after the last stage of our inhouse procedure (or more than 8 weeks have elapsed since the complaint was first made), you can request an independent review from the ombudsman scheme that relates to your enquiry, without charge:

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### TRUSTED PROPERTY PROFESSIONALS SINCE 1897

51 OLD STEYNE, BRIGHTON, EAST SUSSEX, BN1 1HU T: 01273 321123 E: [INFO@GSP.UK.COM](mailto:INFO@GSP.UK.COM) W: [GSP.UK.COM](http://GSP.UK.COM)  
PROPERTY MANAGERS · COMMERCIAL ESTATE AGENTS · CONSULTANT SURVEYORS



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**SENIOR PARTNERS:** M J Deacon MRICS, N P Mills.

**PARTNERS:** A M Bickett AssocRICS MIRPM MARLA, R J Coble FRICS, J L Freeborn BSc (Hons) MRICS, J B Haywood BSc (Hons), R L Luckin AssocCIPD, I L Mergler BA (Hons) MCIM, A L Patton BA (Hons), B R Wadman LLB (Hons) AssocRICS MIRPM, H F Whitmarsh BA (Hons).

**ASSOCIATE PARTNERS:** S F Hooper BSc MSc MRICS. **CONSULTANTS:** C M Davies FRICS ACIArb, S J Owen, D J Renaut BSc MRICS.

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**GRAVES SON & PILCHER**

For all complaints concerning Residential Property Management and Lettings:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP  
T: 01722 333306  
E: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

For all complaints concerning Commercial Property Management, Professional Services and Commercial Sales and Lettings:

RICS Dispute Resolution Services  
Surveyor Court  
Westwood Way  
Coventry  
CV4 8JE  
T: 0207 334 3806  
E: [drs@rics.org](mailto:drs@rics.org)