



GRAVES SON & PILCHER

Graves Son and Pilcher LLP Complaints Handling Procedure

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

1. We have appointed Mr D Paige from our parent company Riversong Ltd 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.
2. If you have initially made your complaint verbally – whether face-to-face or on the telephone – it would assist us in dealing with the complaint if you could please also make it in writing, either by post or by email. Please address your complaint, using the contact details shown below. Please note, if your complaint relates to insurance related activities, we will need to refer you to the appropriate party, therefore please specify within your complaint whether this is the case: –

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

d.paige@riversonggroup.com

3. Once we have received your written complaint Mr Paige will contact you in writing within 3 working days to acknowledge receipt of your comments.
4. Within 15 working days from receipt of your written representations, Mr Paige will write to you 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.
5. If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from the ombudsman scheme which relates to your enquiry, without charge:

- For all complaints concerning Residential Property Management and Lettings:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP

01722 333306

www.tpos.co.uk admin@tpos.co.uk



GRAVES SON & PILCHER

- 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

Tel: 0207 334 3806
Fax: 0207 334 3802
Email: drs@rics.org

We thank you for your co-operation.