



GRAVES SON & PILCHER

Complaints Handling Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and we are sorry that you are not happy with the service you have received from us.

We operate a formal complaint handling procedure as set out below:

Martin Baker, one of our Managing Partners is designated to deal with any 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 person if necessary.

If you have initially made your complaint verbally, whether face-to-face or on the telephone, to 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 M Baker
Joint Managing Partner
Graves Son & Pilcher LLP
51 Old Steine
Brighton
BN1 1HU

mb@gsp.uk.com or djm@gsp.uk.com

What will happen next?

- Once we have received your written complaint Martin will contact you in writing within 3 working days to acknowledge receipt of your comments.
- We will then investigate your complaint. This will normally be dealt with by the Martin who 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



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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 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

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