

Complaints Handling Procedure – February 2025



GRAVES SON & PILCHER

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 so that we can 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:

Lucy Holloway, Complaints Coordinator 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:

Lucy Holloway
Complaints Coordinator
Graves Son & Pilcher LLP
51 Old Steyne
Brighton
BN1 1HU

E: lh@gsp.uk.com

Please also email a copy to Nick Mills, Senior Partner at Graves Son & Pilcher: nm@gsp.uk.com.

What will happen next?

- Once we have received your written complaint, Lucy will contact you in writing within 3 working days to acknowledge receipt of your comments.
- We will carefully consider your complaint by reviewing your file and speaking to the member of staff who dealt with you. If we deem that the complaint relates to an ongoing Property Management matter that can be resolved by the Property Management team, without the need for a formal procedure, we will take action accordingly.
- However, if we deem that your complaint warrants a formal procedure, we will launch a full investigation and will endeavour to send you the outcome of our findings, including details of any action taken, within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again so that we can arrange for a separate review to take place by another senior member of staff.

TRUSTED PROPERTY PROFESSIONALS SINCE 1897

51 OLD STEYNE, BRIGHTON, EAST SUSSEX, BN1 1HU T: 01273 321123 E: INFO@GSP.UK.COM W: GSP.UK.COM
COMMERCIAL ESTATE AGENCY · PROPERTY MANAGEMENT & LETTINGS · VALUATIONS & LEASE ADVISORY · BUILDING SURVEYING



SENIOR PARTNER: N P Mills. **PARTNERS:** J M R Fox, J L Freeborn BSc (Hons) MRICS, J B Haywood BSc (Hons), R L Luckin AssocCIPD, I L Mergler BA (Hons) MCIM, R Milkovitch, B R Wadman LLB (Hons) AssocRICS MIRPM, H F Whitmarsh BA (Hons). **ASSOCIATE PARTNER:** S F Hooper BSc MSc MRICS. **CONSULTANTS:** A Booth, C M Davies FRICS ACI Arb, S J Owen, D J Renaut BSc MRICS.

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- 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.

For all complaints concerning Residential Property Management and Lettings, contact:

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

For all complaints concerning Commercial Property Management, Valuation & Lease Advisory and Commercial Sales & Lettings, contact:

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