



Clients' Complaints Procedure

CLIENTS' COMPLAINTS PROCEDURE I09

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

Stage One

1. Mr A Winthrop has been appointed to deal with complaints arising from our offices, and his contact details are set out below:

A Winthrop MRICS FAAV

WBW Surveyors Ltd

Skipton Auction Mart

Gargrave Road

Skipton

BD23 1UD



2. Where your initial complaint was made verbally – whether face to face or over the telephone – you will be requested to send a written summary of your complaint addressed to Mr Winthrop as above. This should state when and to whom the verbal complaint was made and is to ensure that we fully understand exactly what your complaint is and have a record of the same.
3. Once we have received your written summary of the complaint, we will acknowledge receipt within seven days. The first stage of our complaints handling procedure will then involve full consideration of your complaint by Mr Winthrop on behalf of the firm. We will try to resolve the complaint to your satisfaction and will advise you what actions have been or will be taken. If you are happy with the outcome of Mr Winthrop's investigation into your complaint, the matter will conclude.

Stage Two

4. However, if we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure which is to take your case to an independent third-party redress mechanism as follows:-

Consumer Clients (e.g. Residential Agency, Property Management etc)

Property Redress Scheme (PRS)

Premiere House

First Floor

Elstree Way

Borehamwood

WD6 1JH

Tel: 0333 3219418

Email: info@prs.co.uk



Centre for Effective Dispute Resolution (CEDR)

International Dispute Resolution Centre

70 Fleet Street

London

EC4Y 1EU

Tel: 020 75366000

Email: info@cedr.com

Web: www.cedr.com

