



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.

If you have a complaint, please put it in writing, including as much detail as possible, FAO Kate Gordon, Operations Director (kgordon@vickeryholman.com). We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the relevant redress scheme as detailed below to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the Operations Director, who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation 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 the Managing Director.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- 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 one of the following parties depending on your identified status without charge.

Consumer Clients:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
admin@tpos.co.uk www.tpos.co.uk

Business to Business Clients:

The Centre for Effective Dispute Resolution
100 St. Paul's Churchyard
London
EC4M 8BU
020 7536 6000
info@cedr.com
www.cedr.com

Please note the following:

You will need to submit your complaint to the relevant redress scheme within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

It is a requirement that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

Plymouth Office:

Plym House,
3 Longbridge Road,
Plymouth, Devon, PL6 8LT
t: **01752 261811**

The South West Specialists | www.vickeryholman.com

Bristol Office:
t: **01174 286555**

Exeter Office:
t: **01392 203010**

Truro Office:
t: **01872 245600**

