

Stage One

1. The Company has appointed Caroline Homewood to deal with all complaints. If you have a complaint, please contact:

FAO: Caroline Homewood (Company Secretary)
Address: The Black Barn, Lubards Farm, Hullbridge Road, Rayleigh, Essex SS6 9QG
Email: rayleigh@whirledgeandnott.co.uk
Phone Number: 01268 783377
2. If you have initially made your complaint verbally – whether face-to-face or over the phone – please also make it in writing, addressed to Caroline Homewood (at the above address). This is to ensure that we fully understand exactly what your complaint is and have a written record of it.
3. When making a written complaint please mark it for the attention of Caroline Homewood and if sending by email, please add the following in the subject box: **AG9154 Complaint**.
4. The first stage of our complaints handling procedure will involve full consideration of your complaint by Caroline Homewood who is Company Secretary, on behalf of the Company.
5. We will consider your complaint as quickly as possible. We will provide you with a full response or, if that is not possible, an update on what is happening with your complaint, within 15 working days.
6. If the Company can resolve the complaint to your satisfaction then that concludes the complaint. However, if this is not possible then we will move on to Stage Two of our complaints handling procedure.

Stage Two

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 through one of the following independent redress mechanisms approved by the RICS. Please note there is a 12 month timescale for referring complaints to The Property Ombudsman.

1. Where the complaint is made by a consumer which means a person acting outside the course of any business of his, or the person to whom a duty of care is owed and relates to professional services:

Centre for Effective Dispute Resolution
70 Fleet St, London, EC4Y 1EU

T 0207 536 6116
E applications@cedr.com
W www.cedr.com/consumer/rics/

2. Where the complaint is made by a consumer and relates to estate agency or property management services:

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

T 01722 333306
F 01722 332296
E admin@tpos.co.uk
W www.tpos.co.uk/consumers/

3. Where the complaint is made by a business:

RICS Dispute Resolution Service (DRS)
55 Colmore Row, Birmingham, B3 2AA

T 020 7334 3806
F 020 7334 3802
E drs@rics.org
W www.rics.org/drs