

COMPLAINTS HANDLING PROCEDURE FOR ABSON BLAZA PROPERTY SERVICES

34 Ropergate, Pontefract, WF8 1LY

THE NEED FOR A COMPLAINTS HANDLING PROCEDURE

We support the philosophy that clients with whom we do business should enjoy the benefit of a simple and comprehensive complaints handling procedure operated by this Company.

The Complaints Handling Procedure has two stages; internal investigation and external independent redress. Our internal investigation is set out under items 1-4 overleaf and in the event that you are dissatisfied with the outcome you may refer the matter to the external redress scheme to which we members set out under 5 overleaf in respect to consumers and 6 overleaf in respect to a business or organization.

WHAT IS A COMPLAINT?

A complaint is a written expression of dissatisfaction, which requires a response as a result of actions that have been undertaken by this Company including one of its Employees or Consultants acting on its behalf. In order to put a complaint through our procedure, it must first be submitted in writing. Where a complainant is unwilling to do this or where issues can be resolved before they become written complaints, there is no obligation to use the written procedure.

This Company should, where required under the terms of our Professional Indemnity Insurance Policy, notify complaints relating to professional competence or negligence, to our Insurers.

THE REQUIREMENTS

We are required to publish a formal procedure to deal with complaints from clients and the public, to comply with the minimum of standards laid down by our Professional Societies providing for such complaint to be resolved within a reasonable time scale and to make that procedure available in written form on request to the client or a member of the public.

Any complaint that contains a claim or which could lead to a claim under our Professional Indemnity Insurance Policy must be notified by ourselves to our Insurers at the outset. The existence of the complaints procedure does not alter the notifiable circumstances or duty to notify. In circumstances where we consider it appropriate to inform our Professional Representatives, we shall only acknowledge receipt of a written complaint and the matter will then be dealt with in accordance with instructions from our Professional Representatives.

For details of the procedure see overleaf

This note sets out the procedure we will follow in dealing with any complaint:

STAGE 1

1. We have appointed Mr S Abson at 34 Ropergate, Pontefract WF8 1LY to deal with complaints. If you have a question or if you would like to make a complaint, please don't hesitate to contact him.
2. If you have initially made your complaint verbally – whether face-to-face or on the phone – please also make it in writing, addressed to name above.
3. Once we have received your written complaint, Mr S Abson will contact you in writing within 7 days. At this stage we will give you our understanding of your complaint. We will try to resolve the complaint to your satisfaction.
4. Within a further 21 days we will write to you to inform you of the outcome of this internal investigation into your complaint and let you know what actions we have taken or will take. If you are happy with the outcome of this investigation into your complaint, the matter will conclude.

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 and you may refer your complaint to: -

STAGE 2

5. In relation to Estate Agency & Property Management Services please contact The Property Ombudsman Services Ltd, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP Tel: 01722 333306 or further details can be obtained at www.tpos.co.uk or email at admin@topos.co.uk.
6. In relation to Surveying & Valuation for an individual: - The Centre for Effective Dispute Resolution, International Dispute Resolution Centre, 70 Fleet Street, London, EC4& 1EU. Tel: +44 (0)20 7536 6000, Fax: +44 (0)20 7536 6001, email: info@cedr.com
7. In the event that the complaint is from a Business or Organisation in a business capacity your complaint should be referred to The Neutral Evaluation Procedure for Surveying Disputes (IDRS Ltd).
IDRS Ltd, 24 Angel Gate, City Road, London, EC1V 2PT Tel: 020 7520 3800
Fax: 0845 1308 117 www.idrs.ltd.cuk or email at info@idrs.ltd.uk