

COMPLAINTS HANDLING PROCEDURE

As a regulated RICS firm, we have a Complaints Handling Procedure which meets the regulatory requirements. Our CHP has two stages. Stage One of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to Stage Two. Stage Two give you, the client, the opportunity to have your complaint reviewed and considered by an Independent Redress Provider approved by RICS.

Stage One

If you have spoken to us about your complaint please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Mr. T. H. M. Smith, B.Sc. (Hons) F.R.I.C.S.
W. A. Barnes LLP Chartered Surveyors,
Portland Square,
Sutton in Ashfield,
Notts. NG17 1DA

Tel: 01623 554084

Email address: thmsmith@wabarnes.co.uk

Website: www.wabarnes.co.uk

We will consider your complaint as quickly as possible and we will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response we will update you within 28 days.

Stage Two

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an Independent Redress Provider as approved by RICS Regulatory Board. We have chosen to use the following Redress Providers:

The Property Ombudsman Limited,
Millford House,
43 – 45 Millford Street,
Sailsbury,
Wiltshire. SP1 2BP

Tel: 01722 333306