



## STANDARD PROCEDURE FOR COMPLAINTS HANDLING

Adkin is committed to providing a professional service to all our clients and customers, however, should you have a complaint, this document sets out the procedure which we will follow in dealing with it.

### 1. CONTACT

The following person has been appointed to deal with complaints in the first instance and you should not hesitate to contact them. Details are as follows:-

*Julian Sayers FRICS FAAV*

*01235 862888*

[julian.sayers@adkin.co.uk](mailto:julian.sayers@adkin.co.uk)

*postal address as shown at the bottom of the page*

### 2. WRITTEN COMPLAINTS

Where your complaint is initially made orally, you will be requested to submit it in writing (by post or email), including as much detail as possible. 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 Property Ombudsman to consider without our final viewpoint on the matter).

### 3. ACKNOWLEDGEMENT

We will send you a letter or email acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

### 4. INVESTIGATION AND RESPONSE

Within fifteen working days of the confirmation of your complaint, the person dealing with your complaint will write to you to inform you of the outcome of the initial investigation and to let you know what actions have been or will be taken.

If, at this stage, you are not satisfied, you should contact Adkin again and we will arrange for a separate review to take place by a different, senior member of staff. We will write to you within fifteen working days of the receiving the request for a review, confirming our final conclusion of the matter.

### 5. MEDIATION

If you remain dissatisfied with any aspect of our handling of your complaint then we will attempt to resolve this promptly through negotiations, otherwise we will agree to enter into mediation with you in accordance with The Property Ombudsman (TPO) redress scheme.

The contact details are as follows:

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

**Tel: 01722 333306 Website: [www.tpos.co.uk](http://www.tpos.co.uk)**

Any complaints to be reviewed by TPO will need to be submitted within twelve months of our final letter, including any supporting documentation. Please note that TPO requires all complaints to have followed this in-house procedure before being submitted to them for an independent review.

### 6. ARBITRATION

If you feel that the mediation service as listed above is inappropriate, we agree to the referral of your complaint to the Surveyors and Valuers Arbitration Scheme operated by the Chartered Institute of Arbitrators, whose address is 12 Bloomsbury Square, London WC1A 2LP. Telephone: 020 7421 7455 Email: [das@ciarb.org](mailto:das@ciarb.org) from whom details of the Scheme may be obtained.