



## OUR STANDARD COMPLAINTS HANDLING PROCEDURE

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.

**Name:** *Julian Sayers DL FRICS FAAV FRAGs*

**T:** 01235 862888      **E:** [julian.sayers@adkin.co.uk](mailto:julian.sayers@adkin.co.uk)      **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.

### 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 receipt of your complaint, we will write to you to inform you of the outcome of our 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 be undertaken by a different, senior member of staff.

We will write to you within fifteen working days of receiving your request for a review, providing our Final Response.

### 5. MEDIATION & ARBITRATION

If you are still not satisfied when you have received our Final Response, or 8 weeks has elapsed since you first wrote to us, you can choose to take your complaint to an independent redress provider, such as those listed below:

**THE PROPERTY OMBUDSMAN (TPOS), MILFORD HOUSE, 43-55 MILFORD STREET, SALISBURY SP1 2BP**

**T:** 01722 333306      **E:** [admin@tpos.co.uk](mailto:admin@tpos.co.uk)      **Website:** [www.tpos.co.uk](http://www.tpos.co.uk)

Our Property Ombudsman Membership Number is T01411.

TPOS is free to consumers and will consider all consumer complaints including residential sales, lettings and property management. 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.

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**THE CENTRE FOR EFFECTIVE DISPUTE RESOLUTION (CEDR), 70 FLEET ST, LONDON EC4Y 1EU**

**T:** 0207 536 6116      **E:** [applications@cedr.com](mailto:applications@cedr.com)      **Website:** [www.cedr.com/consumer/rics/overview/](http://www.cedr.com/consumer/rics/overview/)

CEDR is free to consumers and can consider any consumer complaints except for residential agency (sales, lettings, property management). We would recommend their services for complaints relating to valuations, building surveys, land measurement, professional advice and project management. CEDR will also consider complaints from small businesses (i.e. fewer than 10 employees).

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**RICS DISPUTE RESOLUTION SERVICE, 55 COLMORE ROW, BIRMINGHAM B3 2AA**

**T:** 0207 334 3806      **E:** [drs@rics.org](mailto:drs@rics.org)      **Website:** [www.rics.org/dispute-resolution-service](http://www.rics.org/dispute-resolution-service)

If you are a Business the RICS Dispute Resolution Service (DRS) provides services to resolve disputes in land, property and construction. This service may be used on a case-by-case basis with the agreement of both parties.