bramleys

Bramleys LLP

Complaints Handling Procedure (CHP)

As a regulated RICS firm, we have in place a CHP, 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 gives 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 a complaint, please put the details of your complaint in writing including as much detail as possible. 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 Graeme E Haigh B.Sc (Hons) MRICS
Bramleys LLP
14 St Georges Square
Huddersfield
HD1 1JF

t: +44 (0)1484 530361
e: graeme.haigh@bramleys.com
w: www.bramleys.com

We will then respond in line with the timeframes set out below.

We will acknowledge receipt of your complaint within 3 working days of receipt and will consider it as quickly as possible. We aim to deal with most complaints within 15 working days. If we are not able to give you a full response, we will update you within the 15 working days.

Stage Two

If we are unable to agree on how to resolve your complaint, or you are dissatisfied with our final response then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board.

For **Consumer Clients**: (Private Individuals in connection with house buying, selling or letting)

The Property Ombudsman (TPO)
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

t: +44 (0)1722 333306
e: admin@tpos.co.uk
w: www.tpos.co.uk

If you feel we have not sought to address your complaint within 8 weeks, you may be able to refer your complaint to The Property Ombudsman to consider without our final viewpoint on the matter.

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

For **Consumer Clients**: (Private Individuals in connection with a survey residential or commercial) and for **Business-to-Business Clients**: (Commercial Clients)

Centre for Effective Dispute Resolution (CEDR)
International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU

t: +44 (0)20 7536 6000
e: info@cedr.com
w: www.cedr.com

Graeme E Haigh B.Sc (Hons) MRICS
Partner
Bramleys LLP