



## 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	t:	+44 (0)1484 530361
Bramleys LLP	f:	+44 (0)1484 432318
14 St Georges Square	e:	<a href="mailto:graeme.haigh@bramleys1.co.uk">graeme.haigh@bramleys1.co.uk</a>
Huddersfield	w:	<a href="http://www.bramleys.com">www.bramleys.com</a>
HD1 1JF		

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)	t:	+44 (0)1722 333306
Milford House	f:	+44 (0)1722 332296
43-55 Milford Street	e:	<a href="mailto:admin@tpos.co.uk">admin@tpos.co.uk</a>
Salisbury	w:	<a href="http://www.tpos.co.uk">www.tpos.co.uk</a>
Wiltshire		
SP1 2BP		

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)	t:	+44 (0)20 7536 6000
International Dispute Resolution Centre	f:	+44 (0)20 7536 6001
70 Fleet Street	e:	<a href="mailto:info@cedr.com">info@cedr.com</a>
London	w:	<a href="http://www.cedr.com">www.cedr.com</a>
EC4Y 1EU		

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