

COMPLAINTS HANDLING PROCEDURE

Pearmain Property Limited is a firm of chartered surveyors and is regulated in its activities by The Royal Institution of Chartered Surveyors (RICS).

The Rules Of Conduct of the RICS set out the standards of professional conduct and practice expected of its registered firms and are designed to ensure that clients receive this level of professionalism at all times.

For this reason, one of the Rules Of Conduct is that registered firms have a clearly set out procedure so that in the event of a client being dissatisfied with the service received from that firm then it will know clearly how to channel this dissatisfaction. This Complaints Handling Procedure is set out as follows:

Stage one

If you are dissatisfied with the way in which your instructions to this firm have been handled then you should write stating why you are dissatisfied to Mr G R Hunt of Pearmain Property Limited at 17 The Courtyard, Buntsford Drive, Bromsgrove B60 3DJ.

If the instruction has been handled by Mr Hunt then your letter should be addressed to Miss M Kitley at the same address.

Your complaint will be immediately acknowledged but because of the time that it may take to properly investigate a complaint (including possibly the undertaking of research) a full response may take up to 28 days.

If you are not happy with the outcome of the review of your case, or if you have not received a full response within 28 days, then you should move to the second stage of the Complaints Handling Procedure which involves a redress scheme.

Stage two

If you are a private client then your complaint will be handled by Ombudsman Services: Property. You should write to them at

PO Box 1021
Warrington
WA4 9FE