

TANNERS

Chartered Surveyors, Valuers and Estate Agents

COMPLAINTS PROCEDURE

This firm operates a Complaints Procedure in accordance with Royal Institution of Chartered Surveyors Regulations.

The procedure is intended to provide a facility for mediation following a written complaint and in the event of the matter not being settled to the satisfaction of the client, a system is available for referral, the redress mechanism details outlined below.

The Scheme is operated from our Nottingham Office.

The Partner appointed to deal with initial written complaints is Mr K C F Watts who is based at our Nottingham office at 28/30 Pelham Street, Nottingham, NG1 2EG.

We request that any complaints are submitted in writing and addressed to Mr Watts and once we have received your written summary of the complaint, we will contact you in writing within seven working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this. Your complaint may be handled by Mr D G Tanner, partner in the firm, depending on the circumstances.

Within twenty-one working days of your written summary, the person dealing with your complaint will write to you in order to inform you of the outcome of the investigation into your complaint and they will let you know what actions have or will be taken.

If you remain dissatisfied and the complaint cannot be resolved we agree to the referral of your complaint to an independent third party redress mechanism. For consumer clients this firm's chosen redress mechanism is The Property Ombudsman, which is free to consumers or for commercial clients RICS Dispute Resolution Service, whose contact details are: The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP telephone 01722 333 306 or through their website www.tpos.co.uk and RICS Dispute Resolution Service, Surveyor Court, Westwood Way, Coventry CV4 8JE, e-mail: drs@rics.org, from whom details of the redress mechanism may be obtained.

Tanners Chartered Surveyors

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Partners

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