



## **ROBERT OULSNAM AND COMPANY** **COMPLAINTS HANDLING PROCEDURE**

### **Stage One**

If you have spoken to us about your complaint, please put the details of your complaint in writing. 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:

Mrs Julie Powell, Company Administrator  
Robert Oulsnam and Company Limited  
79 Hewell Road, Barnt Green, Birmingham, B45 8NL  
Telephone - 0121 445 7430  
Email - [julie@oulsnam.net](mailto:julie@oulsnam.net) Website - [www.oulsnam.net](http://www.oulsnam.net)

We will consider your complaint with the appropriate manager or director as quickly as possible and will acknowledge receipt of your complaint within seven days. If we are not able to give you a full response, we will update you within 28 days.

### **Stage Two**

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

For Consumer clients with Estate Agency, Residential Lettings or Property Management issues:

[The Property Redress Scheme](#)  
Premiere House, 1<sup>st</sup> Floor, Elstree Way, Borehamwood, WD6 1JH  
Telephone - 0333 321 9418  
Email - [info@theprs.co.uk](mailto:info@theprs.co.uk) Website - [www.theprs.co.uk/complain](http://www.theprs.co.uk/complain)

For Consumer clients with survey issues:

[CEDR Solve at The International Dispute Resolution Centre](#)  
70 Fleet Street, London, EC4Y 1EU  
Telephone - 0207 536 6060  
Email - [info@cedr-solve.com](mailto:info@cedr-solve.com) Website - [www.idrc.co.uk](http://www.idrc.co.uk)

For Business-to-Business clients

[RICS – Dispute Resolution Service](#)  
55 Colmore Row, Birmingham, B3 2AA  
Telephone – 0207 334 3806  
Email – [drs@rics.org](mailto:drs@rics.org) Website – [rics.org](http://rics.org)