



ANDREW GRANGER & CO. LTD

COMPLAINTS HANDLING PROCEDURE

Our aim is to provide all of our clients with a quality service, however, if you are unhappy with the service that you have received and wish to pursue a complaint, this document sets out the procedure that we will follow : -

1. Your complaint should be made to Rupert Harrison, FRICS, FAAV, Joint Managing Director, 44-46 Forest Road, Loughborough, Leicestershire, LE11 3NP.
2. If you have initially made your complaint verbally – whether face to face or over the phone – please also make it in writing addressed to Rupert Harrison as above. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.
3. The Joint Managing Director or another Director of the firm will acknowledge your written complaint within three working days of receipt.
4. The first stage of our complaints handling procedure will involve full consideration of your complaint by Rupert Harrison (or the nominated Director) on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of the investigation of your complaint the matter will conclude.

We will consider your complaint as quickly as reasonably possible and will provide you with a response (or if that is not possible with an update) within 15 working days of receipt.

5. However, if you feel that our final formal written statement does not resolve your complaint then you will have the opportunity to take your complaint to the final stage of our Complaints Handling Procedure through an independent third party redress mechanism if you so wish.

For consumer client complaints, for estate agency, property management or lettings agency you will be directed to : -

The Property Ombudsman
Milford House
43 – 55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Tel: 01722 333306

www.tpos.co.uk

For all other surveying related consumer disputes or business to business disputes you will be directed to the :

Centre for Effective Dispute Resolution (CEDR)
The International Dispute Resolution Centre
70 Fleet Street
London
EC46 1EU

Tel: 0207 536 6000 www.cedr.com

6. Please note that you will need to submit any 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 Complaints Procedure before being submitted for independent review.