

Brown & Co Complaints Procedure

The following sets out the Brown & Co Complaints Procedure for the benefit of clients:

1. A person has been appointed in each of our offices to deal with complaints and you should not hesitate to contact the relevant person. Details as below –

Office	Name	Address	Tel. No.
Banbury	Thomas Birks	Castle Link, 33 North Bar Street, Banbury, Oxfordshire, OX16 0TH	01295 273555
Brigg	James Walton	6 Market Place, Brigg, North Lincs, DN20 8HA	01652 654833
Bury	Richard Levin	Angel Corner, 8 Angel Hill, Bury St. Edmunds, Suffolk IP33 1UZ	01284 725715
Caribbean	Charles Whitaker	PO Box CP5919, Castries, St Lucia, West Indies	001 7584516151
Holt & Cromer	Henry Cockerton	1A Market Place, Holt, Norfolk NR25 6BF	01263 711167
King's Lynn	Ed Blundy	Market Chambers, 25-26 Tuesday Market Place, King's Lynn, Norfolk, PE30 1JJ	01553 770771
Lincoln	Charlie Bryant	5 Oakwood Rd, Lincoln LN6 3LH	01522 457800
Melton Mowbray	Paul Waberski	The Bakery, 4 Norman Way, Melton Mowbray, Leicestershire LE13 1JE	01664 502122
Norwich	Edward Plumb	The Atrium, St George's Street, Norwich NR3 1AB	01603 629871
Retford	Jeremy Baguley	29-33 Grove Street, Retford, Notts, DN22 6JP	01777 709112
Poland & Romania	Adam Oliver	Sp. z. o o. Ul Zeglarska 31/1, 87-100-Torun, POLAND Strada Gheorgha, Tecuci Jud Galati, 805300, ROMANIA	00447787126700

2. Where your complaint is initially made orally and cannot be resolved immediately, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will aim to contact you in writing within 3 working days to acknowledge receipt and 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.
4. Where possible, within 15 working days of receipt of your written summary, the person dealing with your complaint will write to you, to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. If you are dissatisfied with the result you may wish to refer to; (for consumer clients) The Ombudsman Services: Property at 3300 Daresbury Park, Daresbury, Warrington WA4 4HS – www.ombudsman-services.org – 0330 4401634 or (for business clients) The Neutral Evaluation Procedure for Surveying Disputes at IDRS Limited, 70 Fleet Street, London EC4Y 1EU– www.idrs.ltd.uk – tel 0207 520 3800.