



CP WALKER & SON IN-HOUSE COMPLAINTS HANDLING PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible, and send to Rex Walker, MARLA, Managing Partner, CP Walker & Son, 107 High Road, Beeston, Nottingham, NG9 2JU or mail@cpwalker.co.uk

We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

1. Once we have received your written complaint, we will usually contact you in writing within three working days to acknowledge your complaint, enclosing a copy of this procedure. Once the complaint has been acknowledged, we may contact you to request further information if we think it is necessary to fully understand your complaint.
2. We will then investigate your complaint. This will normally be dealt with by the relevant Partner who will review your file and speak to the member of staff who dealt with you.
3. Within fifteen working days of receipt of sending the acknowledgement letter, we will write to you to inform you of the outcome of his internal investigation into your complaint and will let you know what actions we intend to take. If for any reason this process takes longer than fifteen days, we will confirm why our investigation has taken longer than the target response time.
4. "Working day" is defined as Monday to Friday and not Saturdays or any Bank Holidays during which the office of CP Walker & Son may or may not be open or any other day that is not a formal holiday when the office is closed. In the event that the person undertaking the investigation into your complaint is away on holiday, we will endeavour to advise you as soon as practicably possible and confirm when your complaint is likely to be dealt with.
5. If your complaint is not resolved at this stage, you should contact us again and we will arrange for a separate review to take place by a senior member of staff who has not been directly involved in the transaction.
6. We will write to you again within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
7. If you remain dissatisfied then the matter can be referred to an independent body according to whether the complaint relates to a residential matter ("a consumer complaint") or commercial property ("a business complaint"). Details of the two procedures are set out below.

Residential Properties: The Property Ombudsman Limited

8. CP Walker & Son are Members of The Property Ombudsman Limited. This Service offers an independent way to deal with disputes between Member Agencies and consumers who are buyers or sellers or landlords or tenants of residential property in the UK. The Ombudsman is totally independent of the Member Agents and provides a free, fair and impartial review of any complaints falling within its Terms of Reference. The Ombudsman will not normally review a case until the internal complaints procedure of the Member Agency involved has been exhausted. The Ombudsman will therefore usually want to see that attempts have been made to resolve the dispute between the parties.
9. You can find out more about Ombudsman Services by visiting their website at <https://www.tpos.co.uk>.
10. When we have completed our investigation into your complaint, we will send you a written statement of our findings expressing our final view and including – where appropriate – any offer made to settle the matter. This letter or email will also tell you that if you remain unhappy you may refer the matter to the Ombudsman but that referral must take place within 12 months of receipt of the final view correspondence.
11. You can contact the Ombudsman for any advice about your complaint including clarification as to whether the matter falls within the Ombudsman's Terms of Reference. The contact details for the TPO are:

The Property Ombudsman
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

Phone: 01722 333306
Website: <https://www.tpos.co.uk>

Commercial Properties: The Arbitration Procedure for Surveying Disputes

12. As Members of The Royal Institution of Chartered Surveyors (RICS), CP Walker & Son has access to the Arbitration Procedure for Surveying Disputes run by IDRS. This is a formal arbitration process carried out in accordance with the Arbitration Act 1996 (unless the parties mutually agree to modify the process).
13. Arbitration is a popular form of private dispute resolution. It is formal and binding process with a decision made by a suitably qualified independently nominated third party, called the arbitrator. Details of the Procedure for referring a dispute to Arbitration are available from CP Walker & Son on request.
14. When we have completed our investigation into your complaint, we will send you a written statement of our findings expressing our final view and including – where appropriate – any offer made to settle the matter. You must then decide whether you wish to pursue the matter any further and refer the matter to arbitration.
15. The contact details for the Arbitration Procedure for Surveying Disputes are:

The Arbitration Procedure for Surveying Disputes

IDRS Limited
70 Fleet Street
London
EC4Y 1EU

Telephone: 020 7520 3800
Facsimile: 0845 1308 117
Website: www.idrs.ltd.uk
E-Mail: info@idrs.ltd.uk

16. Alternatively, the IDRS run an alternative scheme that can be used to settle any remaining disputes if both parties consent. This is called Neutral Evaluation Procedure for Surveying Disputes. Details of this procedure and the application process are available from CP Walker & Son on request.
17. The overall basis of the neutral evaluation procedure is to seek independent written advice from a suitably qualified independent party, called the evaluator. The evaluator will consider any legal issues arising in a dispute which may allow the parties to reach an agreement in the dispute.
18. The evaluator will be appointed by IDRS. The evaluator will be legally qualified, with at least 10 years' experience since qualifying, and will have experience in the application of the law relevant to surveying practice.
19. The evaluator will produce independent written advice on the merits of each party's legal arguments to assist them to reach an agreement in the dispute. The procedure is designed to keep costs down and to encourage early agreement between the parties.