

EMMERSON BARNETT LIMITED

COMPLAINTS HANDLING PROCEDURE

This note sets out the procedure we will follow in dealing with any complaint:

1. We have appointed Roy Emmerson to deal with complaints. If you have a question or if you would like to make a complaint, please do not hesitate to contact him.
2. If you have initially made your complaint verbally – whether face-to-face or on the phone – please also make it in writing addressed to Roy Emmerson.
3. Once we have received your written complaint Roy Emmerson will contact you in writing within fourteen days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
4. Within twenty-one days of receipt of your written summary, Roy Emmerson will write to you, to inform you of the outcome of his internal investigation into your complaint and let you know what actions we have taken or will take.
5. If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, we will refer the matter to an independent person, Stuart Clark of Stuart James Clark Limited, who will personally conduct a separate review of your complaint and contact you within twenty-one days to inform you of the conclusion of this review.
6. If you remain dissatisfied with any aspect of our internal handling of your complaint and/or separate review, then we can discuss whether we can agree to go to mediation process run by the Royal Institution of Chartered Surveyors.
7. If you are still unhappy with the result of any of the above, you can refer your complaint to The Property Ombudsman (for consumers) or RICS Dispute Resolution Service (business-to-business).