



STANFORDS

Complaints Handling Procedure

If you have a complaint against a member of the firm of Stanfords then this note sets out the procedure which we will follow in dealing with that complaint.

1. We have appointed Graham E V Ellis at Stanfords, The Livestock Market, Wyncolls Road, Colchester, Essex CO4 9HU, telephone 01206 842156 to deal with your complaint. 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 over the phone – please also make it in writing, addressed to Graham Ellis above. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.
3. Once we have received your written summary of the complaint, we will contact you in writing within three working days 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. Within 15 Working days of receipt of your written complaint, we will provide you with a full response, or if that is not possible, an update on what is happening with your complaint. We shall let you know what actions have been or will be taken.
5. If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by another partner. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
6. If you remain dissatisfied with any aspect of our handling of your complaint or more than 8 weeks have elapsed since the your initial complaint then:
 - a) In regard to business clients we agree to enter into mediation with you through the mediation process operated by the Royal Institution of Chartered Surveyors, contact RICS Dispute Resolution Service at Surveyor Court, Westwood Way, Coventry CV4 8JW. Email: dra@rics.org. Telephone: 0207 334 3806. Fax: 0207 334 3802

or

- b) In regard to consumer clients we or you can refer your complaint to The Property Ombudsman, Milford House, 43/55 Milford Street, Salisbury, Wiltshire SP1 2BP. Telephone: 01722 333306. Email enquiries via www.tpos.co.uk/contact.

admin@tpos.co.uk

www.tpos.co.uk

You will need to submit your 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 an independent review.