

ROUNTHWAITE & WOODHEAD COMPLAINTS HANDLING PROCEDURE

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. A person has been appointed in our firm to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:

J C R ROUNTHWAITE BSc MRICS
53 MARKET PLACE
MALTON YO17 7LX
TEL: 01653 600747
2. Where your complaint is initially made orally, 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 contact you in writing within 7 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 21 days of receipt of your written summary, the person dealing with your complaint will write to you, in order 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 any aspect of our handling of your complaint, you should contact: MARCUS LYON (FRICS) - GREETS FARM HOUSE, WELBURN, YORK, YO60 7EP
Tel: 07970 051152, who will personally conduct a separate review of your complaint and contact you within 14 days to inform you of the conclusion of this review.
6. If you remain dissatisfied with any aspect of our handling of your complaints, then we will attempt to resolve this promptly through negotiations, and otherwise agree to enter into mediation with you in accordance with the Centre for Dispute Resolution (CEDR) Model Mediation Procedure or the mediation process operated by the Royal Institution of Chartered Surveyors.
7. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Surveyors and Valuers Arbitration Scheme operated by the Chartered Institute of Arbitrators, 12 Bloomsbury Square, London, WC1A 2LP from whom details of the Scheme may be obtained.