



COMPLAINTS HANDLING PROCEDURE

The Royal Institution of Chartered Surveyors (RICS) and The Property Ombudsman (TPO) require that all member firms have a Complaints Handling Procedure (CHP) in place, meeting an agreed minimum standard. In the unlikely event that you are dissatisfied with the level of service provided by a member company, they state that you should request details of that firm's CHP and the person appointed to manage complaints. This provides for the matter to be dealt with internally by Mr Shaun Brannen and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.

Brannen & Partners CHP

1. If you believe you have a complaint, please write in the first instance to Shaun Brannen – Partner:

Brannen & Partners
220 Park View
Whitley Bay
Tyne & Wear NE26 3QR

E. shaun.brannen@brannen-partners.co.uk

2. Once we have received your written complaint, we will acknowledge your complaint within 24 hours and no longer than 3 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.
3. If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by Shaun Brannen within a further 15 working day period.
4. In the event that the final review as detailed above, still fails to satisfy your complaint, then you are at liberty to have the matter referred to The Property Ombudsman. We will submit our file to The Ombudsman on request. You are also entitled to have your complaint referred to The Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.
5. Referral to The Ombudsman must be made within 12 months of the date of the final viewpoint letter:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury, Wiltshire
SP1 2BP
T. 01722 333306
F. 01722 332296

6. If your dispute is of a commercial nature, and you are unhappy with the results of any internal investigation, then we can discuss whether we can agree to go to mediation through CEDR Solve:

The Internal Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU

T. 020 75366000
F. 020 75366001
E. info@cedr-solve.com
W. www.cedr-solve.com