

COMPLAINTS HANDLING PROCEDURE

ELLIS & CO

In the event that a client, or a member of the public, has cause for complaint with regard to an established duty of care in relation to the firm, the following procedure will be adopted in the event of a complaint being received.

1. All complaints should be made to the proprietor, **Simon V Ellis FRICS FAAV** at Ellis & Co, 28 Normandy Street, Alton, Hampshire GU34 1BX.
2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person above.
3. Once we have received your written summary of the complaint, we will contact you in writing within 7 (seven) days of receipt of the complaint 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 (twenty-one) 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 action will be taken.
5. In the event that the complainant is a member of the public or consumer and remains dissatisfied with the result of the internal investigation, the complaint will be referred to the **Property Redress Scheme**.
6. In the event that the complainant is a client in a business to business context the complaint will be referred to the **Arbitration Procedure for Surveying Disputes** operated by IDRS Ltd 24 Angel Gate City Road London EC1V2PT from whom details of the Scheme may be obtained.

SVE/temp

Revised: November 2018