



Complaints Procedure - Henry Adams LLP Residential Sales

If you have a complaint, this note sets out the procedure which we will follow to deal with that complaint.

1. The Partner, Director or Manager of the office in question will be appointed to deal with complaint and you should not hesitate to contact that person if you wish to.
2. If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.
3. Once we have received your written summary of the complaint, we will contact you in writing within seven (7) days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments you may have in relation to this.
4. Within twenty-one (21) days of receipt of your written summary, the person dealing with your complaint will write to you 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 **Gareth Overton, Head of Residential Sales**, Henry Adams LLP, Mulberry House, 8 The Square, Storrington, West Sussex, RH20 4DJ. Telephone 01243 215 822 who will personally conduct a separate review of your complaint and contact you within fourteen (14) days to inform you of the conclusion of this review.
6. If you remain dissatisfied with any aspect of our handling of your complaint, we will attempt to resolve this promptly through negotiations and otherwise agree to enter into mediation with you in accordance with the CEDR Solve 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 Property Ombudsman for Estate Agents at Milford House, 43-55 Milford Street, Salisbury, SP1 2BP, from whom details of the scheme may be obtained.
8. If the complaint is of a technical nature and not covered by the Property Ombudsman, we agree to the referral of your complaint to one of the following bodies:

For consumer complaints: CEDR Solve, The International Dispute Resolution Centre 70 Fleet Street, London, EC4Y 1EU. Tel: 020 7536 6060. E-mail: info@cedr-solve.com website: www.cedr-solve.com.

For business-to-business complaints: RICS Dispute Resolution Service, Surveyor Court, Westwood Way, Coventry, CV4 8JE. Tel: 0207 334 3806. E-mail: drs@rics.org website: www.rics.org/drs

The complainant has a period of 12 months following the conclusion of point 5 to refer their complaint to the relevant ADR body.

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