

COMPLAINTS HANDLING PROCEDURE

If you have a complaint against Dee Atkinson & Harrison, then this leaflet sets out the procedure, which we will follow when dealing with your complaint.



1. Stage 1

- 1.1 A Partner of the practice has been appointed in each of our offices to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:

D P Atkinson FRICS FAAV

Rural Department - The Exchange, Exchange Street, Drifffield, East Yorkshire YO25 6LD. Telephone No. 01377 253151

S N Dee MRICS MARLA

56 Market Place, Drifffield, East Yorkshire, YO25 6AW. Telephone No. 01377 241919

A Harrison MRICS

12 Market Place, Beverley, East Yorkshire, HU17 8BB. Telephone No. 01482 866844

- 1.2 Where your complaint is initially made orally, you will be requested to send a written complaint to the person dealing with it to ensure that we fully understand the complaint and have a written record of it.
- 1.3 Once we have received your complaint in writing, we will contact you within 3 working days to acknowledge your complaint and confirm to you our understanding of the circumstances leading to your complaint. You will be invited to make any further comments in writing.
- 1.4 We will then try to resolve the complaint to your satisfaction. Within 15 working days of receipt of your written complaint, the person dealing with it will write to you, to inform you of the outcome of the investigation into your complaint and to let you know what action has been or will be taken.
- 1.5 If it is not possible to deal with your complaint within 15 working days we will provide you with an update on what is happening with your complaint within 15 working days of the complaint being received in writing.

2. Stage 2

- 2.1 If you remain dissatisfied a senior member of staff or partner not involved in the transaction will undertake a prompt and detached review.
- 2.2 Following that review a written statement will be issued to you setting out the review findings and expressing our final viewpoint.

3. Stage 3

- 3.1 If ultimately, we cannot agree on how to resolve your complaint or we do not provide you with a final response within the timescale detailed above then you still have the opportunity to take your complaint to the final stage of our Complaints Handling Procedure which involves an independent redress mechanism. This must be done within 12 months of the receipt of our final decision. The contact details are provided below:

Consumer Clients: (Residential Property)

The Property Ombudsman Services:

Milford House, 43-55 Milford Street
Salisbury, Wiltshire
SP1 2BP
T: 01722 333306
F: 01722 332296
www.tpos.co.uk

Commercial/Business Clients:

RICS Dispute Resolution Service

Surveyor Court
Westwood Way
Coventry
CV4 8JE
T: 020 7334 3806
F: 020 7334 3802
E: drs@rics.org
www.rics.org/drs

- 3.2 If your complaint relates to Consumer Credit Activities you are entitled to refer it to the Financial Ombudsman Service.

Complaints can be made to the Financial Ombudsman by phone, email or writing and the contact details are set out below:

Financial Ombudsman

T: 0300 123 9 123

or

T: 0800 023 4567

(Phone lines open 8am to 8pm Monday
to Friday and 9am to 1pm on Saturdays)

Email: complaint.info@financial-ombudsman.org.uk

By Post:

**The Financial Ombudsman Service,
Exchange Tower,
London E14 9SR**

Website: www.financial-ombudsman.org.uk