

COMPLAINTS HANDLING PROCEDURE

As a multi-discipline Firm, we operate a Complaints Handling Procedure which is in accordance with the requirements of the Royal Institution of Chartered Surveyors, Propertymark and TPI by whom we are regulated. This document represents the procedure to be followed when a complaint is made to any member of Smith Woolley (Folkestone) LLP or SW & P Sales LLP, t/a Smith Woolley Chartered Surveyors.

The procedure we will follow in dealing with any client complaint is as follows:

1. If you have initially made your complaint, but are not satisfied with the manner it has been dealt with then the appointed person who deals with formal complaints is:-

Philip Clapham
Smith Woolley Chartered Surveyors
43 Castle Hill Avenue
Folkestone
Kent CT20 2RB

Tel: 01303 226622

Email: philip.clapham@smithwoolley.com

In the event of his absence or there being a potential conflict of interest with Mr Clapham, the complaint will be dealt with by Mr John Yonge. If you have initially made your complaint verbally - whether face-to-face or over the phone - please also make it in writing, addressed to Mr Philip Clapham at the above address. This is to ensure that we fully understand exactly the nature of your complaint and have a written record of it.

Stage 1

The first stage of our Complaints Handling Procedure will involve full consideration of your complaint by Philip Clapham on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Philip Clapham's investigation into your complaint, the matter will conclude.

Once we have received your written complaint Philip Clapham will contact you in writing within 7 days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.

We will consider your complaint as quickly as possible. We will provide you with a full response, or if that is not possible, an update on what is happening with your complaint, within 28 days.

If you remain dissatisfied with any aspect of our handling of your complaint, at this stage, we can discuss whether we can agree to go to mediation according to either the Centre for Effective Dispute Resolution (www.cedr.com) or the mediation process run by the Royal Institution of Chartered Surveyors before proceeding to arbitration.

Stage 2

If the complainant is still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then the complainant can take the matter up with the Property Redress Scheme or RICS Dispute Resolution Service without charge.

For any unresolved consumer complaints including estate agency, the firm's consumer redress scheme is:-

Property Redress Scheme
1st Floor Premiere House,
Elstree Way,
Borehamwood,
WD6 1JH.

Tel - 0333 321 9418
info@theprs.co.uk
www.theprs.co.uk/ContactUs

For any unresolved business to business complaints, such as land, property and construction, the firm's consumer redress is:-

RICS Dispute Resolution Service (DRS)
55 Colmore Row
Birmingham
B3 2AA
Tel: +44 (0) 20 7334 3806
DSR@rics.org

If you are still unhappy with the result of any of the above, you can refer your complaint to the Surveyors Arbitration Scheme, (if it falls within the scope of the Scheme) which is operated by the Chartered Institute of Arbitrators, Dispute Resolution Services, 12 Bloomsbury Square, London WC1 2LP.