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## **Complaints Procedure for Allgood & Davey**

Whilst we strive to meet the expectations of our clients and customers, if there are unfortunate occasions where this might not be so we would welcome the opportunity to discuss any concerns. In the first instance this may be arranged directly with the member of staff involved or by telephoning Frank Davey, Director, who would be happy to take your call. Should you wish to make an appointment to meet and discuss the matter person to person, please make an appointment through the office.

In the event that you wish to proceed with a complaint then this should be made in writing, addressed to F N Davey BSc FRICS at this office. The letter should set out the nature of your complaint and the background to it.

Your complaint will be acknowledged within seven working days, setting out our proposal for a timescale to respond formally, together with a brief summary of our understanding of your complaint. You may reply to that acknowledgement, setting out any further comments you wish to make.

Within 21 days we will usually 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.

If you are not at that stage content that your complaint has been dealt with to your satisfaction you may follow this up again, in writing, to see if the matter can be resolved, but alternatively at any time after receiving our formal written response you may refer your complain for independent review. For private individuals, the complaint may be referred to the Property Ombudsman as follows:-

Ombudsman Services; Property, P O Box 1021, Warrington WA4 9FE

Telephone: 0330 4401634

Email: [enquiries@os-property.org](mailto:enquiries@os-property.org)

Website [www.ombudsman-services.org](http://www.ombudsman-services.org)

In the case of corporate clients, complaints can be referred to the RICS Dispute Resolution Scheme or to the Surveyor' s Arbitration Scheme, full details of which are available from the Royal Institution of Chartered Surveyors.