

SMITH WATERS

CHARTERED SURVEYORS • ESTATE MANAGERS

COMPLAINTS HANDLING PROCEDURE

Should you be in a position where you need to make a formal complaint this note sets out the procedure Smith Waters LLP will follow. In accordance with the RICS, Smith Waters LLP have appointed a designated complaints handler to consider complaints and if the complaint cannot be resolved it will be referred to an independent redress scheme.

Stage 1

Smith Waters LLP have appointed Philip Smith to deal with complaints. If you have a question or if you would like to make a complaint, please do not hesitate to contact him. If you have initially made your complaint verbally – whether face-to-face or on the phone - please also make it in writing, addressed to Philip Smith.

Once we have received your written complaint, Philip Smith will contact you in writing within seven 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.

Within twenty-one days of receipt of your written summary, Philip Smith will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions Smith Waters LLP have taken or will be taking.

Stage 2

If you are unhappy with the result of the above, you can refer your complaint to an independent third party with the authority to award redress.

For consumer clients you may refer your complaint to:

The Property Ombudsman Limited

The Property Ombudsman

Milford House,

43-55 Milford Street,

Salisbury,

Wiltshire,

SP1 2BP

Tel: 01722 333306

Website: <https://www.tpos.co.uk/>

For commercial clients you may refer your complaint to:

IDRS Ltd, 70 Fleet Street, London, EC4Y 1EU

Tel: 020 7520 3800

Fax: 020 7520 3829

Email: info@idrs.ltd.uk

Smith Waters LLP

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VAT Registration No. 2428628 52

Regulated by RICS

