

Complaints Handling Procedure (CHP)

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

STAGE ONE

- A) We have appointed Brent Forbes Imperial Chambers, 32 Manchester Road, Burnley, Lancashire, BB11 1HH Tel: 01282 456677 to deal with your complaint. If you have a question or if you would like to make a complaint, please don't hesitate to contact him.

- B) If you have initially made your complaint verbally – whether face-to-face or over the phone – please also make it in writing, addressed to Brent Forbes above. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.

- C) The first stage of our complaints handling procedure will involve full consideration of your complaint by Brent Forbes on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Brent Forbes investigation into your complaint, the matter will conclude.

- D) 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.

STAGE TWO

- E) However, if we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure, which is:

Ombudsman Services: Property
PO Box 1021 Warrington WA4 9FE

t. 0845 050 8181

f. 0845 051 1213

t. 01925 530 270

f. 01925 530 271

e. enquiries@os-property.org

www.os-property.org

- F) If you are a business client and the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint via The Centre for Effective Dispute Resolution, International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EY. Tel: 020 7536 6000 Email: info@cedr.com.