

Complaints Policy

Date: 17 September 2018
Authorised: WSFB
Doc Ref: **Complaints Handling Procedure**

- If you are unable to resolve any problems with the professional responsible for the provisions of our services, please contact us using the details below.
- The Complaints Procedure complies with the standards laid down by the RICS (Royal Institution of Chartered Surveyors) and the Financial Services Authority (FSA).
- Upon receipt of a complaint, the procedure we undertake to follow is as set out below:

The person to deal with your complaint

- You should not hesitate to contact the below named, detailing the reasons and nature of your complaint:

Name	Title	Address	Tel and Email
Philip Summers	Partner	Rivers Court, High Street Sproughton, Ipswich Suffolk IP8 3AP	01473 461203 philip@landbridge.co.uk

Stage 1- Action after complaint received

- If your complaint has not been resolved by the close of business on the next working day we will request that you make your complaint in writing if previously made in verbal form. **7** days from receipt of that written document we will acknowledge the complaint and provide you with a copy of this document if not previously sent.

Outcome of our investigations

- We will undertake an impartial investigation and will provide you with a full response, **28** days from receipt of the written complaint, this will include specific actions which have been or will be taken. Alternatively, if the investigation is still ongoing we will provide you with an update of the progress to date.

Stage 2- Dissatisfaction arising from Stage 1 above

- If you continue to be dissatisfied with any aspect of our complaints handling, we shall attempt to resolve this promptly through negotiation with you and/otherwise agree to enter into mediation with you in accordance with the services listed below:

For Consumer (individuals or small businesses) redress

- The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP
Email: admin@tpos.co.uk
www.tpos.co.uk/consumers/how-to-make-a-complaint

For Commercial redress

- RICS Dispute Resolution Service, Surveyor Court, Westwood Way, Coventry CV4 8JE
Tel: 020 7334 3806
Email: DRS@rics.org
www.rics.org/drs

Referral to the Financial Ombudsman Service

- If your complaint relates to a matter regulated by the FSA you may refer the complaint to the Ombudsman at any time before the expiry of six months after receiving our final report.
Tel: 0800 0234567
www.help.financial-ombudsman.org.uk/help

Summary

- The Compliance Policy is available in written form to clients or to the general public on request and will be given to anyone who makes a complaint which is not resolved by close of business, the following day.
- The Procedure complies with the standards laid down by the RICS and the FSA.
- It is important to us that we aim to resolve complaints at the earliest possible opportunity, minimising the number of unresolved complaints which need to be referred to mediation bodies. This can be aided by ensuring the complainant is kept informed of the progress of the measures being taken for the complaint's resolution.