



Commercial Redress Complaints 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 Conduct Authority (FCA).

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. & Email
William Barton	Partner	Rivers Court, High Street Sproughton, Ipswich, Suffolk, IP8 3AP	01473 461203 William@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/or otherwise agree to enter into mediation with you in accordance with the services listed below:

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/uk/products/dispute-resolution-service

Referral to the Financial Ombudsman Service

If your complaint relates to a matter regulated by the FCA 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.financial-ombudsman.org.uk/consumers/how-to-complain

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 FCA.

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.

