

**DUTY OF CARE
TO OUR CONSUMERS, APPLICANTS,
AND OTHERS ACTING ON BEHALF OF A CLIENT**

COMPLAINTS PROCEDURE

The Royal Institution of Chartered Surveyors, of which Myddelton & Major is a member, requires all its members to have a quick, clear, transparent and impartial complaints procedure.

If you are dissatisfied with any aspect of the work we are or have undertaken you should:-

1. Contact the Partner responsible for complaints handling at our office;
 - i) **Dean Speer**
49 High Street - Tel: 01722 337577
2. The complaints handling Partner to whom you speak to will ask you to send to him a written statement of your complaint.
3. From notification of a problem a Partner will acknowledge receipt of and confirm the basis of your complaint within one working week. You will be asked for any comments you have upon that letter.
4. The Partner will investigate the problem as quickly as possible and respond with the outcome as soon as their research is complete and in any event within three working weeks. You will be advised upon what actions have or will be taken.
5. Should your complaint remain unsatisfied, having been through the processes outlined above, you can refer the matter to The Property Ombudsman Service:-

The Property Ombudsman Service
Milford House
43-55 Milford Street
Salisbury
SP1 2BP

Tel: 01722 333306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk
Myddelton & Major Membership Number: T01581

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