

Arnolds | Keys

COMPLAINTS HANDLING PROCEDURE

Even in a well-regulated Company, there may be occasions when a client's complaint is received and whilst this is regretted, nevertheless Arnolds Keys LLP ('Arnolds Keys') take such issues very seriously. We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

This Charter sets out the complaints procedure which we will follow:-

1. A Partner of the firm has been appointed to deal with complaints, and you should, therefore, not hesitate to contact:-

Nick Williams

Arnolds Keys
25 King Street
Norwich
NR1 1PD

Telephone: 01603 620551

Email: nick.williams@arnoldskeys.com

In the event that your complaint relates to Nick Williams, it should then be addressed to:-

Charlie Penrose

Arnolds Keys
25 King Street
Norwich
NR1 1PD

Telephone: 01603 620551

Email: charlie.penrose@arnoldskeys.com

2. Once we have received your written summary of the complaint, we will contact you in writing within three working days, to inform you of our understanding of the circumstances leading to your complaint, and enclosing a copy of this document. We will then investigate your complaint.
3. Within 15 working days of receipt of your written summary, we will write to you, in order to inform you of the outcome of the investigation and to let you know what actions have been or will be taken. This is called a Final Viewpoint letter.

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review without charge.

Please note - you will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman and CEDR require that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

If your complaint concerns **commercial, agricultural or residential survey & valuation services**, you should contact:

Centre for Effective Dispute Resolution
100 St Paul's Churchyard, London EC4M 8BU

T: +44 (0)20 7536 6116

E: applications@cedr.com

W: www.cedr.com/consumer/rics

If your complaint concerns **residential sales or lettings service**, you should contact:

The Property Ombudsman
43 - 55 Milford St, Salisbury SP1 2BP

T: +44 (0)1722 333306

E: admin@tpos.co.uk

W: www.tpos.co.uk