



CLIENT COMPLAINT PROCEDURE

If you are dissatisfied with any aspect of our service and wish to make a complaint, please put your complaint in writing and the following procedures will be followed in dealing with your complaint.

- 1 **Simon Williams (MRICS FAAV), Sanderson Green LLP, Double Gates, Carr Road, North Kelsey, LN7 6LG** will deal with the issue, and you should not hesitate to contact him.
- 2 Once we have received your written complaint **Simon Williams** will contact you within 3 working days of him receiving the complaint. At this stage we will give you our understanding of your case. We may also invite you to make any further comments that you have in relation to this.
- 3 Within 15 days of receipt of your written summary **Simon Williams** will write to you to inform you of the outcome of his internal investigation into your complaint and let you know what action we have taken or will take. Following the conclusion of our investigation, a written statement expressing our final view will be sent.
4. If you still remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiations and otherwise agree to the referral of your complaint to the relevant body as set out below: Please note any referral must be made within 12 months of our final view.

If you are a Consumer Client:

Complaints - Operations
The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
t: 01722 333306
dd: 01722 430042
e: admin@tpos.co.uk
www.tpos.co.uk

If you are a Business Client:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE
t 020 7334 3806
f: 020 7334 3802
www.rics.org/drs

01472 855030 | info@sandersongreen.co.uk | www.sandersongreen.co.uk