



WILLMOTT HOUSE, 12 BLACKS ROAD, LONDON W6 9EU 020 8748 6644 INFO@WILLMOTT.COM WWW.WILLMOTT.COM

## **Complaints Handling Procedure (CHP)** **for Willmotts (Ealing) Limited**

As a regulated RICS firm, we have in place a CHP, which meets the regulatory requirements. Our CHP has two stages. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by the RICS.

### **Stage One**

- We have appointed the following senior personnel as 'Complaints Managers', at the above office, to deal with complaints relating to the departments specified below. If you have a question or if you would like to make a complaint, please do not hesitate to contact the relevant Complaints Manager: -

Graeme Fisher	Block Management
James Peck	Valuations and professional services
Justin Naish	Building Surveying
William Taper	Residential Sales and Lettings
Shahid Sadiq	Commercial Agency and Investment

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the applicable Complaints Manager stated above who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, you may additionally write to Mr Jim Jenkins, the General Manager of the company, at the above address. When writing to Mr Jenkins you should ideally enclose copies of relevant correspondence and the reason why you are dissatisfied with the review of your complaint by the Complaints Manager. Mr Jenkins will then personally conduct a separate review of your complaint.

Mr Jenkins will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

### **Stage Two**

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by the RICS Regulatory Board. We have chosen to use the following redress providers:

#### **The Property Ombudsman (in respect of Consumer Clients of Property Management, Lettings and Estate Agency matters)**

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

#### **Please note the following:**

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

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

**Contact details:** Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk), Telephone: 01722 333 306, Website: [www.tpos.co.uk](http://www.tpos.co.uk)

#### **Centre for Effective Dispute Resolution (CEDR) (Surveying activities and Business to Business Clients)**

Address: Centre for Effective Dispute Resolution (CEDR), 70 Fleet Street, London EC4Y 1EU

**Contact details:** Email: [applications@cedr.com](mailto:applications@cedr.com), Telephone: 0207 536 6116, Website: [www.cedr.com](http://www.cedr.com)