

ACORUS RURAL PROPERTY SERVICES LIMITED
CHARTERED SURVEYORS AND PLANNING CONSULTANTS
COMPLAINTS HANDLING PROCEDURE

(In accordance with Rule 7 of the RICS Rules of Conduct for Firms)

This note sets out the procedure we will follow in dealing with any complaint you may have about our work.

Stage One

1. A senior officer of the company has been appointed to deal with complaints, wherever they arise, and you should not hesitate to contact:

E A Rogers FRICS IEng MIAgrE, Company Secretary, Acorus Rural Property Services Ltd, Oak House, Kingswood Business Park, Holyhead Road, Albrighton, Wolverhampton, WV7 3AU (Tel: 01902 625024; email: ted.rogers@acorus.co.uk).

2. Our policy is to resolve customer complaints as quickly as possible. If you have initially made your complaint verbally - whether face-to-face or over the phone - you will be requested to send a written summary of your complaint. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.
3. Once we have received your written summary of the complaint, we will acknowledge receipt in writing within two working days. We will contact you again in writing within seven days to inform you of our understanding of the circumstances leading to your complaint.
4. Within twenty-eight days of receipt of your comments, we will write to you, to inform you of the outcome of the investigation and to let you know what actions have been or will be taken. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of our investigation of your complaint, the matter will conclude.

Stage Two

5. If you are dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiations.
6. However, if we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints procedure.

For a business the final stage of our complaints procedure is dealt with by:

- CEDR Solve
The International Dispute Resolution Centre
70 Fleet Street
London
EC4Y 1EU

Tel: 020 7536 6060
Email: info@cedr-solve.com
Website: www.cedr-solve.com

For a private client, unless involving residential estate agency it is dealt with by:

- Ombudsman Services: Property (OS:P)
PO Box 1021
Warrington
WA4 9FE

Tel: 0330 440 1634 or 01925 530270
Email: enquiries@os-property.org
Website: www.os-property.org

And for residential estate agency the final stage of our complaints procedure is dealt with by:

- The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

Tel: 01772 333306

Email: admin@tpos.co.uk
Website: www.tpos.co.uk