

**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)**

We are committed to providing a professional service to all our clients. This note sets out the procedure we will follow in dealing with any complaint you may have about our work.

We will where appropriate, make reasonable adjustments for clients who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

**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:

**J H Whilding MRICS FBIAC, Director, Acorus Rural Property Services Ltd, Addlepool Business Centre, Clyst St. George, Exeter, EX3 0NR (Tel: 01392 873900; email: james.whilding@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 three working days, enclosing a copy of this procedure.
4. We will then investigate your complaint. A formal written outcome of our investigation will be sent to you within fifteen working days of receipt of the original complaint. If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by another senior member of staff.
5. We will write to you within fifteen working days of receiving your request for a review, confirming our final viewpoint on the matter. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of our investigation into your complaint, the matter will conclude.

**Stage Two**

6. If you are dissatisfied with any aspect of our handling of your complaint, we will attempt to resolve this promptly through negotiations.
7. However, if we cannot agree on how to resolve the complaint (or more than eight weeks has elapsed since the complaint was first made) then you will have the opportunity to take your complaint to the final stage of our complaints procedure.

For a **business or a private client** (unless involving residential estate agency) 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](mailto:info@cedr-solve.com)  
Website: [www.cedr-solve.com](http://www.cedr-solve.com)

For any complaint involving **residential estate agency** the final stage of our complaints procedure is dealt with by:

**The Property Ombudsman**

Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Tel: 01722 333306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)

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 complaints procedure, before being submitted for an independent review.