Complaints Handling Procedure

Acorus Rural Property Services Ltd (Acorus) is committed to providing professional services in line with the Royal Institute of Chartered Surveyors (RICS) Rules of Conduct.

If you are not happy with our work, please contact us using the details below so that we can work together to put things right.

Telephone: 01392 873900

Email: queries@acorus.co.uk

Post: Acorus Rural Property Services Ltd
Agriculture House
Pynes Hill
Rydon Lane
Exeter
EX2 5ST

Please note that in the event of verbal complaints, a written summary will be requested to ensure that we fully understand your complaint and have a written record of it.

Our objective is to deal with complaints fairly, confidentially and effectively and we will keep you updated on the progress made. Once we have received your complaint, it will be investigated by a senior member of staff, and a written outcome will be sent to you within 35 working days of receipt of the original complaint.

If you are dissatisfied with any aspect of our handling of your complaint, we will attempt to resolve this promptly through negotiations and will carry out a further investigation wherever necessary.

For a business or a private client (unless involving residential estate agency) the final stage of our complaints procedure is dealt with by:

CEDR

The International Dispute Resolution Centre
100 St. Paul's Churchyard, London EC4M 8BU
Tel: 020 7536 6116
Email: surveyors@cedr.com Website: www.cedr.com/consumer/rics

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 Website: www.tpos.co.uk

Please note that 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.

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