



## MERIT ESTATES

### **IN-HOUSE COMPLAINTS PROCEDURE**

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below. If you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman (non-commercial complaints), or to the RICS (commercial complaints) to consider without our final viewpoint on the matter.

What will happen next?

#### **Stage 1**

- 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 appointed surveyor 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, 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 a Director.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

#### **Stage 2**

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 Property Ombudsman Ltd or RICS Regulatory Board.

If you remain dissatisfied, you can then contact The Property Ombudsman or RICS to request an independent review:

<p><b><u>For Non-Commercial Clients:</u></b> <b>The Property Ombudsman Ltd</b> Milford House, 43-45 Milford Street Salisbury, Wiltshire, SP1 2BP t: 01722 333 306 e: <a href="mailto:admin@tpos.co.uk">admin@tpos.co.uk</a> w: <a href="http://www.tpos.co.uk">www.tpos.co.uk</a></p>	<p><b><u>For Commercial Clients:</u></b> <b>RICS Dispute Resolution Service</b> 55 Colmore Row, Birmingham, B3 2AA t: 020 7334 3806 f: 020 7334 3802 e: <a href="mailto:drs@rics.org">drs@rics.org</a> w: <a href="http://www.rics.org/drs">www.rics.org/drs</a></p>
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#### **Please note the following:**

You will need to submit your complaint to The Property Ombudsman or RICS within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

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



A member of  OnTheMarket



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