

OWEN ISHERWOOD CLIENT COMPLAINTS HANDLING PROCEDURE

In the event the you wish to make a complaint in respect of services provided to you by Owen Isherwood, please write, with details of your complaint, to:

Tel: 01483 300176

info@owenisherwood.com

www.owenisherwood.com

**The Directors
Owen Isherwood
1 Wey Court
Mary Road
Guildford
GU1 4QU**

If you make your complaint orally, you will be requested to send a written summary of your complaint to the Directors at the above address.

We will write to you within 7 days of receipt of your letter to confirm receipt and, if relevant, to ask you to expand upon any points that we would like clarified.

The Directors will undertake a comprehensive investigation of your complaint and all reasonable endeavours will be used to ensure that you are provided with a response within 28 days of receipt of the complaint (or subsequent clarifications if requested), however please be aware that our response may take longer if your complaint is a complex one. We will keep you updated with anticipated response times should it become apparent that we will exceed the 28-day period.

If following our response to your complaint you remain dissatisfied, you may refer your complaint to:

- For consumer complaints:

**The Property Ombudsman Ltd
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP**

Tel: 01722 333306

Web: www.tpos.co.uk

- For commercial clients:

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA

Tel: 020 7334 3806

Email: drs@rics.org

Web: www.rics.org

Owen Isherwood will not seek to charge a client for the costs of investigating a complaint.