

COMPLAINTS PROCEDURE FOR PROFESSIONAL SERVICES REGULATED BY RICS

Carter Jonas is committed to providing a professional service to all clients and customers and if something goes wrong we need to know about it.

If you have a complaint that you have been unable to resolve satisfactorily with your local Carter Jonas office please write to us giving as much detail as possible.

Tim Barton is the Partner appointed to deal with complaints and you may write to him either:

By **email** to complaints@carterjonas.co.uk

Or by **post** to Carter Jonas, 51 Northbrook Street Newbury RG14 1DT

We will always endeavour to deal with any complaint as quickly as possible however you should be aware that we have up to eight weeks to consider the matter. If we have not resolved it within this time you may refer your complaint to the Property Ombudsman, details below.

So that you know what to expect we have summarised the typical stages of reviewing a complaint.

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| <i>Acknowledgement</i> | <ul style="list-style-type: none">You will receive an acknowledgement that we have received your complaint within 3 working days. |
| <i>Investigation</i> | <ul style="list-style-type: none">We will investigate the circumstances of your complaint and discuss with the local Office where appropriate. |
| <i>Findings</i> | <ul style="list-style-type: none">We will provide a written summary of our findings within 15 working days of sending you the acknowledgement letter. |
| <i>Review</i> | <ul style="list-style-type: none">If you wish to comment or request a further review you should contact us again. |
| <i>Final response</i> | <ul style="list-style-type: none">We will then have 15 working days to complete our review at which time we will send you a final written viewpoint on the matter. |

As members of the Royal Institution of Chartered Surveyors (RICS) Carter Jonas is registered with the Ombudsman Services:Property (www.os-property.org). The Firm's registration with RICS is 001204.

If you are dissatisfied with our conclusion or any aspect of our handling of your complaint you may refer to the ombudsman to request an independent review. You may also contact RICS directly on 0207 695 1670 or by email to complaints@rics.org.