



## NICHOLAS PERCIVAL CHARTERED SURVEYORS AND ESTATE AGENTS

### Complaints Handling Procedure

This note sets out the procedure we will follow in dealing with any complaint: -

#### **STAGE 1**

1. We have appointed Nicholas Percival to deal with complaints. If you have a question or if you would like to make a complaint, please do not hesitate to contact him.
2. If you have initially made your complaint verbally, whether face to face or on the phone, please also make it in writing addressed to Nicholas Percival, Beacon End Farmhouse, London Road, Stanway, Colchester CO3 0NQ.
3. Once we have received your written complaint Nicholas Percival will contact you in writing within 14 days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
4. Within 14 days of receipt of your written summary, Nicholas Percival will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken or will take.

#### **STAGE 2**

If your complaint has not been resolved to your satisfaction by Nicholas Percival Limited you can refer the matter to the appropriate Independent Redress provider from the list below.

#### **5. Consumers Redress Scheme**

We are members of the Property Redress Scheme, you can take your complaint to them but you must first have carried out the following:-

- i Made an official complaint to us in writing;
- ii You have waited 8 weeks for your complaint to have been resolved by the Member in writing.
- iii It is still within 12 months from our last communication with you regarding this complaint.

In order to make a complaint, please contact the Property Redress Scheme directly or alternatively, visit their website [www.theprs.co.uk](http://www.theprs.co.uk) and complete a Complaints Form.

Property Redress Scheme, Premiere House, 1<sup>st</sup> Floor, Elstree Way, Borehamwood WD6 1JH Tel: 0333 321 9418

#### **6. Business Redress Scheme**

The RICS Dispute Resolution Service which provides services to resolve disputes in land, property and construction and their contact details are: RICS Dispute Resolution Service, 55 Colmore Row, Birmingham B3 2AA Tel: 020 7334 3806. Email: [drs@rics.org](mailto:drs@rics.org)