

Complaints Handling Procedure

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

1. We have appointed Robert Cooney FRICS to deal with any complaints. If you have a question or if you would like to make a complaint, please do not hesitate to contact him at:

Robert Cooney
Corporation Street
Taunton
TA1 4AW

Tel: 01823 230230
Email: robert@robertcooney.co.uk

2. If you have initially made your complaint verbally, whether face-to-face or on the telephone, please also make it in writing addressed to RJ Cooney FRICS.

3. Once we have received your written complaint, Robert Cooney will contact you in writing within three days to acknowledge receipt.

4. Within 15 days of receipt of your written complaint, Robert Cooney will write to you to inform you of the outcome of the internal investigation into your complaint and let you know what actions have been or will be taken.

5. If you are dissatisfied with the results of the above, you are required to write again to Robert Cooney explaining why.

6. Within 15 days of receipt of your further written explanation, Robert Cooney will write to you with a further review including a written statement of the firm's final view. This will conclude Robert Cooney's investigation.

If you remain dissatisfied at the outcome of the internal investigation and you are a consumer (i.e. you are person or organisation not acting in a business capacity), you can refer your complaint within 12 months to *The Property Ombudsman* and if you are a person or organisation acting in a business capacity to the *Arbitration Procedure for Surveying Disputes*.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
Tel: 01722 333306
Email: admin@tpos.co.uk

Arbitration Procedure for Surveying Disputes
IDRS Ltd
24 Angel Gate
City Road
London
EC1V 2PT
Tel: 020 7520 3800
Email: info@idrs.ltd.uk
www.idrs.ltd.uk