

COMPLAINTS HANDLING PROCEDURE

1. We are committed to providing a high-quality professional service to all our clients, and it is important that our service meets your full expectations. If anything goes wrong, we would like you to inform us, and this will help us to continually improve our standards.

Should you have any issues or concerns about our work for you, please raise them with the person handling your instructions or enquiry. It is important that you do this early in order that the matter can be resolved quickly, fully and fairly.

In the unlikely event that your issue is not resolved to your satisfaction, then please contact the firm's Head of Operations, Sue Farrier (tel: 01285 648100) who will invoke the Complaints Handling Procedure set out in 2 - 6 below in accordance with the requirements of our governing body, the Royal Institution of Chartered Surveyors and The Property Ombudsman and Trading Standards UK.

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 to consider without our final viewpoint on the matter).

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 Sue Farrier, Head of Operations, 33 Castle Street, Cirencester GL7 1QD.
3. Once we have received your written complaint, the Head of Operations will contact you in writing within 3 working 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 15 working days of receipt of your written complaint, the Head of Operations will write to you, to inform you of the status of the internal investigation into your complaint and to let you know what actions we have taken or will take.
5. If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, you may contact Mark Halliwell, Managing Partner, Moore Allen & Innocent, who will personally conduct a separate review of your complaint and contact you within 15 working days to inform you of the final determination of this review.
6. If you are dissatisfied with the final determination, you can refer your complaint to one of the following schemes:
 - i) For complaints made by **individual clients**, The Property Ombudsman – Milford House, 43/45 Milford Street, Salisbury, Wilts SP1 2BP, Tel - 01722 333306, www.tpos.co.uk or admin@tpos.co.uk;
 - ii) or for complaints on behalf of **businesses**, the RICS Dispute Resolution Service – Surveyors Court, Westwood Way, Coventry, CV4 8JE.
 - iii) Referrals must be submitted to the above external bodies once the firm's complaints procedure has been completed and within 12 months of receiving the final determination letter.

Complaints Procedure

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

A list of members is available at the Registered Office. Moore Allen & Innocent is a Limited Liability Partnership, registered in England and Wales. No OC311820