

SWORN & COMPANY COMPLAINTS PROCEDURE

If You Have A Complaint:

This note sets out the procedure that we will follow to deal with that complaint:

1. A person has been appointed at this office to deal with complaints, you should not hesitate to contact the relevant person, that person is **T.C. Sworn, MRICS of 194 Chiswick High Road, London W4 1PD. Telephone Number: 020-8994-0081.**
2. Where your complaint is initially made orally, you will be requested to send a written complaint to the person dealing with it, setting out the full details.
3. Once we have received the written complaint, we will contact you in writing within seven days to inform you of our understanding of the circumstances leading to your complaint. You will then be invited to make any comments that you may have in relation to this, a response from you should be received by the person above within fourteen days.
4. Within 21 days of receipt of your comments, the person dealing with your complaint will write to you in order to inform you the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. If you are a consumer and your complaint has still not been resolved to your satisfaction, then you have the opportunity to take your complaint to an independent redress provider. We have chosen to use the following redress provider – Centre for Effective Dispute Resolution, 70 Fleet St, London EC4Y 1EU t 0207 536 6116 e applications@cedr.com www.cedr.com/consumer/rics/ In respect of complaints concerning Sales, Lettings and Property Management please contact The Property Ombudsman Milford House, 43–55 Milford Street Salisbury, Wiltshire SP1 2BP t 01722 333306 f 01722 332296 e admin@tpos.co.uk www.tpos.co.uk.
6. If you are a business and your complaint has still not been resolved to your satisfaction, then you the opportunity to take your complaint to an independent redress provider. We have chosen to use the following redress provider - Arbitration Procedure for Surveying Disputes, IDRS Limited, 24 Angel Gate City Road London EC1V 2RS (T 020 7520 3800 / F 0845 130 8117 / E info@idrs.ltd.uk / www.idrs.ltd.uk).

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194 CHISWICK HIGH ROAD, LONDON W4 1PD.

TELEPHONE NUMBER: 020-8994-0081