

STANDARD PROCEDURE FOR COMPLAINTS HANDLING

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. A person has been appointed in this office to deal with complaints and you should not hesitate to contact the relevant person. Details are set out below:

Ruth Fearnall MRICS
BA Commercial Limited
2 Friarsgate, Grosvenor Street, Chester CH1 1XG
Email: ruth.fearnall@bacommercial.com
Tel: 01244 351212

2. Where your complaint is initially made orally, you will be requested to provide a written summary of your complaint to the person dealing with it, named above.
3. Once we have received your written summary of the 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 be invited to make any comments that you may have in relation to this.
4. Within 21 days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Centre for Effective Dispute Resolution (CEDR). This service is free to consumers and can consider any consumer complaints including estate agency related complaints. The contact details are:

Centre for Effective Dispute Resolution
70 Fleet Street
London EC4Y 1WU

Telephone: 0207 520 3800. Email: applications@cedr.com.

6. If a business complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the RICS Dispute Resolution Service, RICS Customer Services, Surveyor Court, Westwood Way, Coventry CV4 8JE.