

Harrison Coward

Auctioneers, Valuers, Land & Estate Agents

Harrison Coward
County Square
Ulverston
Cumbria
LA12 7AB
01229 583026
info@harrisoncoward.co.uk

COMPLAINTS HANDLING PROCEDURE

Complaints handling procedure (CHP)

As a regulated RICS firm, we have in place a CHP, which meets the regulatory requirements. Our CHP has two stages. Stage 1 of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to Stage 2. Stage 2 gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

Stage 1

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Mr T Butler (FRICS)
Harrison Coward
County Square
Ulverston
Cumbria
LA12 7AB

Telephone Number: 01229 583026/582056
Fax Number: 01229 580540
Email: info@harrisoncoward.co.uk

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

Stage 2

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress. We have chosen to use the following redress provider:

The Property Ombudsman the contact details for OS: P are:

The Property Ombudsman Services Ltd
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Telephone Number: 01722 333306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through the Stage 1 complaints procedure, before being submitted for an independent review.

If you are a business to business client contact

Neutral Evaluation Procedure for Surveying Disputes,
IDRS Limited,
70 Fleet Street,
London,
EC4Y 1EU

Telephone Number: 020 7520 3800

Email: info@idrs.ltd.uk