

COMPLAINTS HANDLING PROCEDURE

We regret that you have had cause to make a complaint. We have implemented the following complaints procedure to help us resolve your grievance and work towards continually improving our professional services.

- 1 Any complaint against the Company should be addressed in the first instance to the person with whom you have been dealing in respect of the matter giving rise to your complaint.
- 2 If you cannot obtain an explanation satisfying your complaint immediately (within 24 hours) please do not hesitate to contact the appointed person responsible for the relevant office. Details are listed overleaf.

If your complaint has not been resolved at this stage we will progress as follows:

- 3 If your complaint was originally made verbally we would be grateful if you could summarise the nature of your grievance in writing. Please address your letter of complaint to the relevant office.
- 4 Once we have received your written summary we will acknowledge receipt in writing, normally within 5 working days to inform you of our understanding of the circumstances leading to your complaint. We may ask for more information regarding these circumstances and we will invite you to make any comments that you may have.
- 5 We shall continue our investigations into the matter and normally within 15 working days of receipt of your written summary the person dealing with your complaint will write informing you of the outcome of the investigation and let you know what actions have been taken or will be taken. In some instances your complaint may take longer than this to investigate, if so we will write to you to inform you of our progress.
- 6 If your complaint has still not been resolved to your satisfaction we will agree to its referral if you are a consumer to the Ombudsman Service : Property, PO Box 1021, Warrington, WA4 9FE or if you are a business to Arbitration/Neutral Evaluation Procedures for Surveying Disputes, IDRS Limited, 24 Angel Gate, City Road, London EC1V 2PT from whom details of the scheme may be obtained.

OFFICE	CONTACT	ADDRESS	TEL/ FAX NO./ EMAIL
Newcastle	Mr P H Easton	Higham House New Bridge Street West Newcastle upon Tyne NE1 8AU	T: 0191 232 6291 F: 0191 232 4610 E: paul.easton@storeys-ssp.co.uk
Teesside	Mr J G Irwin	St James House 139 Albert Road Middlesbrough Teesside TS1 2PP	T: 01642 230 800 F: 01642 241 994 E: john.irwin@storeys-ssp.co.uk
Leeds	Mr P J Clarkson	Carlton Tower 34 St Paul's Street Leeds LS1 2QB	T: 0113 242 8999 F: 0113 242 8944 E: philipclarkson@storeys-ssp.co.uk
Manchester	Mrs B McDougall	Crossford Court Dane Road Sale M3 7BZ	T: 0161 236 8111 F: 0161 062 1568 E: bev.mcdougall@storeys-ssp.co.uk
London	Mr R J Knight	26 Bruton Street London W1J 6QL	T: 020 7629 9175 F: 020 7629 1241 E: robin.knight@storeys-ssp.co.uk