

Complaints Handling Procedure

This policy covers Eddisons Commercial Holdings Ltd and all subsidiaries including Eddisons Commercial Limited, Eddisons Insurance Services Limited, Pugh & Co Limited, and Ernest Wilsons & Co Limited. Eddisons Commercial Limited also incorporates the following trading names: Remotezone, Eddisons Taylors, Eddisons CJM, Barker Storey Matthews, Croft Transport Planning and Design, Daniells Harrison, Budworth Hardcastle, HNG Chartered Surveyors, Fernie Graves and Banks Long & Co.

We are committed to providing a professional service to all our clients and customers. If something goes wrong, we need you to tell us about it so that we can put it right.

Where there is a concern in respect of the services Eddisons provides this should be raised directly your with contact at Eddisons. In the event that your concern is not adequately addressed then your Eddisons contact will be able to provide you details of their line manager and you should set out your concerns to that individual via email.

Where a concern has been raised with local management and the response is not satisfactory a complaint should be raised to the Financial and Operations Partner of Eddisons, James Foster, via email: james.foster@eddisons.com. Please include as much detail as possible and include correspondence with local management.

What will happen when a complaint is made?

- We will email you an acknowledging receipt of your complaint within three working days of receiving it and advise you of the person who will investigate your complaint. This will normally be the relevant office manager.
- We will then investigate your complaint which will include a review the specifics of the complaint and us speaking with the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of us sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If your complaint relates to property services and you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

2nd Floor
10 Wellington Place
Leeds
LS14AP

T. 0113 243 0101
E. info@eddisons.com

The Property Ombudsman
SP1 2BP email: admin@tpos.co.uk

Address: Milford House , 43-55 Milford Street, Salisbury , Wiltshire ,
website: www.tpos.co.uk tel: 01722 333 306

Please note the following: 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 this in-house complaints procedure, before being submitted for an independent review.

Should your complaint relate to Eddisons Insurance Services Limited you can request a review by the Financial Ombudsman and their website is <http://www.financial-ombudsman.org.uk> Telephone: 0800 023 4 567.