

COMPLAINTS HANDLING PROCEDURE (CHP)



The policy covers Eddisons Commercial Holdings Ltd and all subsidiaries including Eddisons Commercial Limited, Eddisons Commercial Property Management Limited, Eddisons Insurance Services Limited, Pugh & Co Limited, and Ernest Wilsons & Co Limited.

Eddisons Commercial Limited also incorporates the following trading names its trading company names: Remotezone, Eddisons Taylors, Eddisons CJM, Barker Storey Matthews, Croft Transport Planning and Design, Daniells Harrison, HNG Chartered Surveyors and Fernie Graves.

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

- 1 All complaints will be dealt with by the Financial and Operations Partner of Eddisons :-

James Foster
Eddisons
Toronto Square
Toronto Street
Leeds
LS1 2HJ

Telephone: 0113 209 1087
Email: James.foster@eddisons.com

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to 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 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 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.

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

Tel: 01722 333 306
admin@tpos.co.uk | www.tpos.co.uk

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 insurance services the financial Ombudsman website is <http://www.financial-ombudsman.org.uk>
Telephone: **0800 023 4 567**.