



## COMPLAINTS HANDLING PROCEDURE

This note sets out the procedure we will follow in dealing with any complaint:

1. We have appointed Paul Johnson, Frank Marshall and Company, 121 Billinge Road, Garswood, Ashton-in-Makerfield, Wigan, WN4 0XD tel. 01744 893371 ([paul.johnson@frankmarshall.uk.com](mailto:paul.johnson@frankmarshall.uk.com)) to deal with complaints. If you have a question or if you would like to make a complaint, please don't hesitate to contact him.
2. If you have initially made your complaint verbally – whether face-to-face or on the phone – please also make it in writing, addressed to the Paul Johnson. This is to ensure that we fully understand exactly what your complaint is and to ensure we have a written record of it. There are two stages to the Complaints Handling Procedure.

### STAGE 1

3. The first stage of our complaints handling procedure will involve full consideration of your complaint by Paul Johnson on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Paul Johnson's investigation into your complaint, the matter will conclude. Within three working days of receipt of your written complaint, Paul Johnson will write to you and summarise our understanding of your case. He will also invite you to make any further comments that you may have in relation to this.
4. Within fifteen working days of receipt of your written complaint, Paul Johnson will write to you, to inform you of the outcome of his investigation into your complaint and to let you know what actions we have taken or will take.

### STAGE 2

5. If you are still not satisfied with our final viewpoint (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. You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter in accordance with paragraph 4 above, including any evidence to support your case. The Property Ombudsman Services Ltd., Unit 159756, P.O. Box 7169, Poole, BH15 9EL tel. 01722 333 306 [admin@tpos.co.uk](mailto:admin@tpos.co.uk) [www.tpos.co.uk](http://www.tpos.co.uk), [www.tpos.co.uk/consumers/make-a-complaint](http://www.tpos.co.uk/consumers/make-a-complaint) or as a business client to refer the complaint to the Dispute Resolution Service, Surveyor Court, Westwood Way, Coventry, CV4 8JE tel. 020 7334 3806 [drs@rics.org](mailto:drs@rics.org) [www.rics.org/drs](http://www.rics.org/drs) run by the Royal Institution of Chartered Surveyors.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

Frank Marshall & Co. is the trading name of Frank Marshall (Garswood) Ltd.