

Complaints Handling Procedure



If expectations have not been met or you are dissatisfied in any way, then please advise us as soon as possible as this will help us improve our standards. However, if you have a complaint, please follow our complaints policy.

Our complaints policy

We are committed to providing a high quality, professional service. However, we acknowledge on occasion things can go wrong. As a regulated RICS firm, we have in place a Complaints Handling Procedure, which meets the regulatory requirements.

We are a member of The Property Ombudsman scheme and, under our RICS Regulation, we have opted to use the commercial mediation services and redress scheme offered by CEDR with regard any disputes of a commercial nature.

Our Complaints Handling Procedure has two stages.

Stage One of the Complaints Handling Procedure gives our firm the opportunity to review and consider your complaint in full. This is an in-house procedure where 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 Two.

Stage Two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

Stage One – In-house complaints procedure

Part One

If you have spoken to us about your complaint, please put the details of your complaint in writing. Complaints can be made verbally to your principal contact within the firm. Should this not resolve your concerns, please put your complaint in writing to the Head of Property Management to enable the problem to be formally investigated. If your complaint is about that person, please write to the Managing Director. 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 Daryll Davies
Head of Property Management
14 Queensway, Stem Lane
New Milton BH25 5NN

Tel: 01425 480847
Email: daryll@arquero-management.co.uk

To enable us to resolve your concern as quickly and efficiently as possible, it would assist us if your written complaint contained the following:

- Your name, address and daytime telephone number.
- The name of the individual within the firm with whom you have been dealing.
- A clear description of your complaint, giving concise details of what you believe has gone wrong.
- Details of what you would wish to be put right.

Your letter will be acknowledged within 5 working days of receipt. We will then provide a full reply within 20 working days. During this time, an internal investigation into your complaint will be undertaken and we will endeavour to meet with you to discuss your complaint further. Following completion of the internal investigation, we will provide you with a full response and detail what

actions we have taken or will take. You will be asked to confirm whether our response and actions have resolved the matter to your complete satisfaction.

If your complaint is not satisfactorily resolved or if you still have concerns, under Part Two of the in-house procedure, the matter will be referred to the Managing Director. The contact details for the Managing Director are:

Mrs Myra Davies
Managing Director
14 Queensway, Stem Lane
New Milton BH25 5NN

01425 480847

myra@arquero-management.co.uk

Part Two

A further review of your complaint will be undertaken. We will provide you with our written conclusions within 15 working days from the commencement of part two. This conclusion will represent the final viewpoint of the firm. You will again be asked to confirm whether our response and actions have resolved the matter to your complete satisfaction.

Stage Two

If you remain dissatisfied with any aspect of our handling of your complaint, or if we are unable to agree on how to resolve your complaint, then you have 6 months from the date of the final viewpoint letter in which to your complaint to independent redress provider, as approved by the RICS Regulatory Board. We have chosen to use the following redress providers.

For Consumer Clients:

The Property Ombudsman

Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP

Tel: 01722 333306
Fax: 01722 332296
Website: www.tpos.co.uk

For Business to Business Clients:

CEDR

The International Dispute Resolution Centre
70 Fleet Street
London EC4Y 1EU

Tel: 020 7536 6000
Fax: 020 7536 6001
Email: info@cedr.com
Website: www.cedr.com

