

INTERNAL COMPLAINTS PROCEDURE

Ryedales Independent Surveyors and Estate Agents are committed to providing a professional service to all our clients and customers. When an error occurs, we need to be informed about it. This will help us to improve and maintain our high 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. Your Complaint should be sent to Mrs Helen Turner, Branch Manager/Valuer, Suite 14, Dudley Court, Manor Walks Shopping Centre, Cramlington. NE23 6QW. Email: sales@ryedales.com

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. We will review your file and speak to any members of our team who were involved. 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 with our initial response, you should contact us again in writing and we will arrange for a separate review to take place by a Partner. Should you wish to escalate to this stage then please write to Mr Geoff Stockdale, Principal Partner, Ryedales Independent Surveyors and Estate Agents, Suite 14, Dudley Court, Manor Walks Shopping Centre, Cramlington. NE23 6QW. Email: surveys@ryedales.com
- 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 remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

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

01722 333306
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 their in-house complaints procedure, before being submitted for an independent review.