

RICHARDSON & SMITH

Chartered Surveyors

Estate Agents

Auctioneers

Valuers

Grievances Procedures

Richardson & Smith is a member of the Royal Institute of Chartered Surveyors and aims to provide the highest standard of service to all our Customers. To ensure that your interests are safeguarded, grievance procedures have been introduced covering all aspects of the business.

This procedure provides for the matter to be dealt with in 2 stages:

- Stage 1 is an internal enquiry by our senior partner, Mr Robert Smith (or by another partner in the event that your grievance is with Mr Robert Smith) and in the event that we are not able to deal with the matter to our mutual satisfaction with you, then...
- Stage 2 is for the matter to be processed by external dispute resolution services, depending upon the field of the grievance.

All formal complaints should be made in writing. If you believe you have a grievance, please write in the first instance to:-

Mr Robert C Smith or Mr James EJ Smith
Messrs Richardson & Smith, 8 Victoria Square, Whitby, North Yorkshire. YO21 1EA

Your grievance will be acknowledged as soon as possible, investigated thoroughly in-house, and a reply sent to you within the timeframes below. In the event that this review still fails to satisfy your grievance, then you are at liberty to have the matter referred to the external bodies. General procedure is that attempts should be made to rectify any grievances 'in house' prior to the matter being taken to the external ombudsmen officially.

If you chose to reject the Ombudsmen's decisions, it will lapse and you are free to do as you wish. If you wish to take legal action you can do so. The Ombudsmen's decision will not have affected your legal rights.

If your grievance lies in relation to Estate Agency or Residential Lettings the relevant external body is:
The Property Ombudsman Scheme. www.tpos.co.uk
Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP. Tel: 01722 333306

If your grievance lies in relation to other professional services as a consumer the relevant external body is:
Ombudsman Services: Property. www.os-property.org
PO Box 1021 Warrington. WA4 9FE. Tel: 01925 530270

If your complaint would not be covered by the two bodies above and relates to the firm's behaviour in a business capacity then the relevant body is :
The RICS Dispute Resolution Service. www.rics.org/drs
Tel: 020 7334 3806

Timescales

- Stage 1: All formal complaints in writing should be acknowledged in 3 working days. The outcome of our in-house review should be passed to you within 15 working days or we will write to you giving reasons and an expected timescale for completion of the review. After 8 weeks or when we have provided you with a final statement of our position on the matter and the internal process has been completed, if the matter has not been resolved, the issue can be referred to
- Stage 2, the relevant external dispute resolution process depending upon the field of your complaint.

email@richardsonandsmith.co.uk

www.richardsonandsmith.co.uk



8 Victoria Square, Whitby, North Yorkshire. YO21 1EA

Tel: (01947) 602298 Fax: (01947) 820594



Partners: Robert C Smith Ian K Halley FRICS James EJ Smith MRICS FNAEA