

Wilkinson & Fox Complaints Handling Procedure

We are sorry to hear that you have experienced an issue with Wilkinson & Fox Chartered Surveyors. As a regulated RICS firm, we have in place a complaints handling procedure (CHP), which meets the regulatory requirements. Our CHP has two stages.

Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. 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.

How we handle a complaint

Stage One - Internal Resolution

- We ask to arrange a call to establish the facts about the complaint and see if there is any agreeable resolution.
- You write in to us with your complaint.
- We will acknowledge receipt of a written complaint within 3 days and add the dispute to our complaints handling log.
- We will try and deal with the issues as quickly as possible. If the matter is more complex and needs further investigation, we will update you and aim to formally respond within 15 working days.
- In the unlikely event that we have been unable to resolve your complaint we will proceed to stage 2 of the complaints handling procedure. We may ask that you write to us to confirm that you are happy to proceed to stage 2.

Stage Two - Alternative Dispute Resolution

- Your complaint can be sent to an independent redress provider, as approved by RICS Regulatory Board. We have provided details of our preferred redress scheme at the end of this document.

How to complain

- 1- To see if we can resolve it immediately, we ask that you arrange a call with William Wilkinson on the number provided. The purpose of this call is to build a better picture and try to clear up any possible misunderstandings. Bullet notes of this call will be circulated post call.
- 2- Write to us at our office address providing the following information,
 - a. What property the complaint refers to (if applicable)
 - b. Your principal point of contact at Wilkinson and Fox
 - c. Preferred form of communication
 - d. Name of preferred contact and contact information
 - e. Reason for complaint

Stage One - Contact information

William Wilkinson
Wilkinson & Fox Chartered Surveyors
14 St George's Drive
London
SW1V 4BL
T: 020 3488 4110
E: bill.wilkinson@wilkinsonandfox.com

Stage Two – Redress contact information

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers: -

Business to customer
The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
01722 333 306
www.tpos.co.uk



CHARTERED SURVEYORS &
SPECIALIST TAX VALUERS

Business to business

CEDR Solve

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

t 020 7536 6060

f 020 7536 6061

e info@cedr-solve.com w www.cedr-solve.com