

Healy Simpson Ltd
Complaints Handling Procedure

If you have a complaint, this note sets out the procedure, which I will follow in dealing with that complaint.

1. I, Carolyn Pointon am a Director of this practice and, as such, any complaints should be made directly to me at Healy Simpson Ltd, 5 Bridgeman Terrace, Wigan, WN1 1SX. Tel: 01942 241797.
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 Carolyn Pointon above.
3. Once I have received your written complaint, I will contact you in writing within seven days of my receipt to inform you of my understanding of your case. I will also invite you to make any further comments that you may have in relation this.
4. Within twenty one days of receipt of your written summary I will write to you, to inform you of the outcome of my internal investigation into your complaint and to let you know what actions have been or will be taken.
5. If you are dissatisfied with the handling/outcome of your complaint the Second Stage of our Complaints Handling procedure is as follows:-

Consumer Facing Surveying Services

Centre for effective Dispute Resolution (CEDR)
70 Fleet Street
London
EC4Y 1EU

Consumer Facing Residential Agency (referring to residential lettings, estate agency and property management)

Property Redress Scheme
Premiere House
1st Floor
Elstree Way
Borehamwood
Hertfordshire
WD6 1JH

Tel: 0333 321 9418
Email: info@theprs.co.uk

Persons or Organisations in a Business Capacity

RICS Dispute Resolution Service (DRS)
Surveyors Court
Westwood Way
Coventry
CV4 8JE

T: 020 7334 3806
F: 020 7334 3802
E: DRS@rics.org
W: www.rics.org/drs