

Complaints Procedure

Tim Greenwood & Associates Complaints Handling Procedure

We set out below the procedure that Tim Greenwood & Associates will follow in dealing with any complaint:

1. Tim Greenwood & Associates will deal with any complaints you may have. If you have a question or if you would like to make a complaint, please do not hesitate to contact us as follows:-

- Address: The Beehive, City Place, Gatwick, West Sussex RH6 0PA.
- Telephone: 01293 805670
- Email: timgreenwood@tg-a.co.uk

If you have initially made your complaint verbally (whether face-to-face or on the telephone) please also make it in writing at the address provided above.

3. Once we have received your written complaint, we will contact you in writing within 21 days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to the matter.

4. Within 28 days' of receipt of your written summary and further comments, we will write to you to inform you of the outcome of our investigation into your complaint and to let you know what action will be taken.

5. If you remain unhappy with manner in which your complaint has been handled internally, then you can complain to the following professional bodies as appropriate:-

- Royal Institution of Chartered Surveyors (RICS), the governing body for Chartered Surveyors. Please refer to FAQs on their website for more information <http://www.rics.org/uk>.
- Property (OS: P), formerly known as The Surveyors Ombudsman Service (SOS). For further details please email enquiries@os-property.org or visit their website at www.os-property.org.

COMPLAINTS LOG FORM

Complainant details

Name		Complaints Number	
Address		Date Logged	
Telephone	Email	Initials	

Special Circumstances (Visually impaired etc)

Firm/Individual details

Complaint against firm	Yes
	No

Complaint against individual	Yes
	No

Name of firm	
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Name of individual	
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Details of complaint/enquiry (what, when, where, who, why etc)

Complaint received in writing	Yes
	No

If no, date requested

Details of investigation and resolution

Complainant satisfied with resolution	Yes
	No

Confirmed in writing by complainant	Yes
	No

Requirement for Ombudsman	Yes
	No

RICS involvement	Yes
	No

Action taken to prevent recurrence