



# Approved Complaints Handling Procedure

At PBSC we do our utmost to ensure that all matters are dealt with to the complete satisfaction of our clients. However, we recognise that occasionally misunderstandings, differences in expectation, or mistakes can arise that affect interested parties.

This note sets out the procedures that we will follow in dealing with any client complaint:

## **STAGE 1**

(a) The following person has been appointed in this office to deal with your complaint:

**[Directors Name]**

of PBSC

1a Penn Road, Hazlemere, High Wycombe, Buckinghamshire, H15 7LN

Tel: 01494 718009.

(b) If you have initially made your complaint verbally – whether face-to-face or on the phone – please also make it in writing to the named person.

(c) After we have received your written complaint, the appointed person will contact you in writing within 14 days\*.

At this stage they will outline our understanding of your case, if they can explain or resolve the cause which gave rise to the complaint then they will do so at this time. If we need longer to research the issue or require further information then we will let you know.

We may invite you to make any further comments that you may have in relation to your case (we ask to receive these within 14 days).

(d) Within 28 days\* of your written complaint, based on the original information and any further comments that you have made, we will write to you to inform you of the outcome of our internal investigation into your complaint and let you know if any actions have been or will be taken.

## **STAGE 2**

(e) If you are not content with the outcome of the internal investigation at Stage 1, then you will be given the opportunity to take your complaint to the Stage 2 of our complaints handling procedure, which is to refer the matter to:

**The Ombudsman Service: Property (OS:P previously know as SOS)**

PO Box 1021, Warrington, WA4 9FE

Tel: 0330 440 1634 or 01925 530 270

Fax: 0330 440 1635 or 01925 530 271

The OS:P is entirely independent. The Ombudsman service was set up to sort out complaints about Chartered Surveying Firms, Surveyors, and Estate Agents from consumers using their services. They were set up by The Royal Institution of Chartered Surveyors (RICS) to handle complaints about its members and have been approved to run an estate agents redress scheme and can handle complaints about Chartered Surveyors, Surveyors and Estate Agents which have chosen to become a member of the service.

\* please note that if the timescales referred to are interrupted due to reasonable holiday, sickness or compassionate absence then the timing will commence (or resume) from the date of return.