

## Walker Singleton (Property Management) Limited

### Complaints Handling Procedure

As a regulated RICS firm and in accordance with the RICS Rules of Conduct, Walker Singleton has a two stage Complaints Handling Procedure ("CHP").

Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try and 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, where it would be reviewed and considered by an independent redress provider, approved by RICS.

Any party wishing to make a complaint is requested to follow the procedure.

#### Stage One:

1. Allan Chapman is designated as Walker Singleton's Complaint Officer. If you have a question, or would like to make a complaint, then please send this to him via:

Allan Chapman  
Walker Singleton  
No 1 Aire Street  
Leeds  
LS1 4PR

Tel: 0113 848 0000

Or Email: [allan.chapman@walkersingleton.co.uk](mailto:allan.chapman@walkersingleton.co.uk)

2. Please could you submit your complaint in writing providing a detailed summary to ensure that we fully understand exactly what your complaint is about and have a written record of it.
3. Once we have received your complaint, we will acknowledge this in writing within seven working days to inform you of our understanding of the circumstances leading to your complaint. You may be requested for further comments or information relating to this.
4. We will consider your complaint as quickly as possible. Within 28 working days of receipt of your complaint, we will provide you with a full response, or if that is not possible, an update on what is happening.
5. If you are dissatisfied with the outcome of the review, and we cannot agree how to resolve the complaint, then you have the opportunity to take it to the final stage of our "CHP" which is set out under Stage 2.

#### Stage Two:

1. If you wish to take your complaint further, then we operate an independent third-party redress mechanism through the **RICS Dispute Resolution Service** or the **Centre for Effective Dispute Resolution (CEDR)** for personal consumers.

The contact details for the RICS Dispute Resolution Service is:

RICS Dispute Resolution Service  
55 Colmore Row  
Birmingham  
B3 2AA

Phone: 020 7334 3806

Email: [drs@rics.org](mailto:drs@rics.org)  
Website: [www.rics.org/dispute-resolution-service](http://www.rics.org/dispute-resolution-service)

The contact details for CEDR are:

Centre for Effective Dispute Resolution  
100 St. Paul's Churchyard  
London  
EC4M 8BU

Phone: 020 7536 6000

Email: [applications@cedr.com](mailto:applications@cedr.com)  
Website: [www.cedr.com](http://www.cedr.com)