

Walker Singleton (Residential) Limited

Complaints Handling Procedures

As a regulated RICS firm and in accordance with the RICS Rules of Conduct, Walker Singleton has a two stage Complaint 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:

Customer Complaints Department
Walker Singleton
Property House
Lister Lane
Halifax
HX1

Or Email: allan.chapman@walkersingleton.co.uk

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

2. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
3. We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
4. If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by our Complaints Officer.
5. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

Stage Two:

6. If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge for person(s) who are not in a business capacity and the RICS Dispute Resolution Service for the persons or organisations in a business capacity.
7. You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman
Milford House
43 – 55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Phone: 01722 333306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

The contact details for the RICS Dispute Resolution Service is:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE

Phone: 0207 334 3806

Email: drs@rics.org

Website: www.rics.org/drs

Walker Singleton (Commercial) Limited

Complaints Handling Procedures

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Stage One:

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

Tel: 0113 848 0000

Or Email: 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:

6. 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 **CEDR Solve** for personal consumers.

The contact details for the RICS Dispute Resolution Service is:

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE

Phone: 0207 334 3806

Email: drs@rics.org

Website: www.rics.org/drs

The contact details for CEDR Solve are:

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

Phone: 0207 536 6060

Fax: 0207 536 6061

Email: info@cedr-solve.com

Website: www.cedr-solve.com

Walker Singleton (Asset Management) Limited

Complaints Handling Procedures

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CV4 8JE

Phone: 0207 334 3806

Email: drs@rics.org

Website: www.rics.org/drs

The contact details for CEDR Solve are:

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

Phone: 0207 536 6060

Fax: 0207 536 6061

Email: info@cedr-solve.com

Website: www.cedr-solve.com

Walker Singleton (Property Management) Limited

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