

## **LAWS & FIENNES COMPLAINTS HANDLING PROCEDURE**

**Laws & Fiennes LLP is a Limited Liability Partnership trading as Laws & Fiennes. We are registered in England and Wales under Partnership No OC426916**

**The Complaints Handling Procedure is in line with RICS Guidance Note Complaints Handling 1<sup>st</sup> Edition, July 2016**

All complaints must be made in writing to Helen Gibbs, Laws & Fiennes, Warren Lodge, Broughton, Banbury OX15 5EF. The complaint will be acknowledged within 14 days of receipt and an investigation will be promptly undertaken.

A detailed reply, outlining the findings of the investigation and if required, any appropriate actions undertaken will be sent within 28 days of the received complaint.

If the formal response does not address the complaint satisfactorily you may ask for the complaint and response to be reviewed and for us to provide a further response to you. If you remain unsatisfied, you may refer your complaint to an external redress provider, see details below.

All complaints are recorded within the firms Complaint Log to help identify and implement improved practices.

Continuing training will be provided for all customer-facing members of staff.

The Complaints Handling Procedure will be reviewed on an annual basis to ensure it is up to date, in line with regulations and client/customer needs.

In accordance with the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Informed Regulation) Regulations 2015, we are members of The Property Ombudsman Services Limited, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP, tel 01722 333306, web [www.tpos.co.uk](http://www.tpos.co.uk) or (for commercial clients) and The Centre for Effective Dispute Resolution (CEDR), 70 Fleet Street, London EC4Y 1EU, tel 020 7536 6000, web [www.cedr.com](http://www.cedr.com)