

**ADAMSONS BARTON KENDAL RESIDENTIAL LIMITED & BARTON
KENDAL LETTINGS LIMITED**

PROCEDURE FOR COMPLAINTS HANDLING

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.

STAGE ONE

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Mr Ian Tweedley
Adamsons Barton Kendal Limited
122 Yorkshire Street
Rochdale
Lancs
OL16 1LA

Tel: 01706 653214
Email: Ian@abkproperty.co.uk
Website: www.abkproperty.co.uk

- We will consider your complaint as quickly as possible, and we will acknowledge receipt of your complaint within 3 days of receiving it. 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 receipt of the original complaint.
- 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 a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied with our final viewpoint (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 Consumer Clients

The Property Ombudsman
33 The Clarendon Centre
Salisbury Business Park
Dairy Meadow Lane
Salisbury, Wiltshire
SP1 2TJ

Tel : 01722 333306
Email : admin@tpos.co.uk
Website: www.tpos.co.uk

For Business Clients

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA

- t +44 (0)24 7686 8555
- e contactrics@rics.org