

**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 7 days. If we are not able to give you a full response, we will update you within 28 days.

STAGE TWO

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider. We have chosen to use the following redress provider:

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