Walker Singleton (Residential) 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 King Street
   Leeds
   LS1 2HH

   Tel: 0113 848 0000

   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
Unit 159756
PO Box 7169
Poole
Dorset
BH15 9EL

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
55 Colmore Row
Birmingham
B3 2AA

Phone: 020 7334 3806

Email: drs@rics.org
Website: www.rics.org/dispute-resolution-service