

## MORRIS MARSHALL & POOLE

### STANDARD PROCEDURE FOR COMPLAINTS HANDLING

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint:

1. In the first instance please contact the person with which you have been dealing with in the firm, if that person is not a partner in the firm ask for the name of the partner overseeing that area of our work from which your complaint has originated, and contact the relevant partner.
2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to Mr Roger Lunt, a partner in the firm at Morris Marshall & Poole, 16 Leg Street, Oswestry, Shropshire, SY11 2NN (Tel: 01691 679595).
3. Once we have received your written summary of the complaint we will contact you in writing within seven working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty eight days of receipt of your written summary we will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. If you remain unsatisfied you will then have the opportunity to take your complaint to the final stage of our complaints handling procedure which, subject to our insurers approval, can be either:-

#### Business Clients:

RICS Dispute Resolution Services, Surveyor Court, Westwood Way, Coventry CV4 8JE  
Tel: 02476 868551

#### Consumer Clients:

Ombudsman Services: Property, The Brew House, Wilderspool Park,  
Warrington, WA4 6HL  
Tel: 03304 401634 – [www.ombudsman-services.org](http://www.ombudsman-services.org)

#### Financial Services Clients:

Financial Ombudsman Service, Exchange Tower, London E14 9SR  
Tel: 0800 023 4 567 – [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)



As Chartered Surveyors if you require further advice with regard to a complaint you can refer to:  
Royal Institution of Chartered Surveyors, 12 Great George Street, London, SW1P 3AP.  
Tel. No. 0870 333 1600 – Email: [contactrics@rics.org.uk](mailto:contactrics@rics.org.uk)

A handwritten signature in black ink, appearing to read 'R N Lunt', written over a light blue horizontal line.

R N Lunt FRICS Partner Complaints Handling Officer

Dated: January 2017.