



Commercial and Leasehold Property Management
First Floor Rear, 1882 Pershore Road, Kings Norton, Birmingham, B30 3AS

COMPLAINTS HANDLING PROCEDURE

Stage One

1. We have appointed David Coleman to deal with complaints. If you have a question or if you would like to make a complaint, please do not hesitate to contact him.
2. If you have initially made a complaint verbally – whether face-to-face or on the telephone – please also make it in writing by letter or email addressed to:

Mr David Coleman
David Coleman and Company
First Floor Rear, 1882 Pershore Road
Kings Norton
Birmingham
B30 3AS
(T): 0121– 655 0998

(E): dcoleman@davidcoleman.uk.com

3. Once we have received your written complaint, you will be contacted, in writing, within seven days. At this stage, we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
4. We will write to you to inform you of the outcome of the internal investigation into your complaint and to let you know what actions we have taken or will take. We will endeavour to make this response within 28 days of receipt of your original written complaint. In the unlikely event that a delay is anticipated, we will write to you explaining the reason. If you are happy with the outcome of David Coleman's investigation of your complaint, the matter will conclude.

Stage Two

If you are a Consumer Client with a complaint with Estate Agency, Lettings Agency and Property Management, then at this stage your complaint should be directed to:-

The Property Redress Scheme

Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH

Telephone: 0333 321 9418

Email: info@theprs.co.uk

Website: www.theprs.co.uk/complain

For Business-to-Business Clients

RICS – Dispute Resolution Service

55 Colmore Row, Birmingham, B3 2AA

Telephone: 0207 695 1670

Email: regulation@rics.org

Website: www.rics.org

NB: If the nature of your complaint is regulatory or professional conduct etc, then it is important to note that the RICS is not a redress provider and cannot award redress to complainants.