

## Complaints Handling Procedure

Fenn Wright LLP is regulated by the Royal Institution of Chartered Surveyors (RICS) and committed to providing property advice and services to a high standard. However, there may be instances where we get things wrong. To deal with this, we have a Complaints Handling Procedure (CHP).

We take all complaints seriously and look for opportunities to see where our services or procedures might be improved. If you feel that we may have made a mistake, or that there is an aspect of our service you found unsatisfactory, please let us know, even if you do not think your particular concern amounts to a complaint.

*Note - where appropriate, we will make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement, or for those who do not speak English as a first language.*

### **To make a complaint to Fenn Wright:**

Please put your complaint in writing to Miranda Sandison (Managing Partner) at the address below, or alternatively via email to [miranda.sandison@fennwright.co.uk](mailto:miranda.sandison@fennwright.co.uk) :

Fenn Wright  
1 Tollgate East  
Stanway  
Essex  
CO3 8RQ

Please include 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*).

### **What will happen next?**

We will send you written acknowledgment of the receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally be dealt with by reviewing your file and speaking to the member/s of staff who has been involved. 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 another senior member of staff.

We will then 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.

***Please note that if your complaint is in relation to the return of your tenancy deposit, you should refer to the Tenancy Deposit Scheme:***

**<https://www.tenancydepositscheme.com/resolution-services>**

**For Complaints relating to Residential Property Sales, or Residential Property Lettings/Property Management, please follow the guidance below:**

You can contact **The Property Ombudsman** at the address below or alternatively, via email to - [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

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

01722 333306

<https://www.tpos.co.uk/consumers/make-a-complaint/>

***Please note that you will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.***

The Property Ombudsman requires that all complaints are addressed through Fenn Wright's in-house complaint procedure, prior to being submitted to them for an independent review.

**For Complaints relating to Valuations, Surveys and other Professional Services, please follow the guidelines below:**

Please put your complaint in writing to Miranda Sandison (Managing Partner) at:

Fenn Wright LLP, 1 Tollgate East, Stanway, Essex, CO3 8RQ

Alternatively, via email to - [miranda.sandison@fennwright.co.uk](mailto:miranda.sandison@fennwright.co.uk).

Please include as much detail as possible. We will then respond in line with the timeframes set out below.

**What will happen next?**

We will send you written acknowledgment of the receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally be dealt with by reviewing your file and speaking to the member/s of staff who has been involved. 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 another senior member of staff. We will then 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 you can request an independent review from the following redress scheme.

You can contact the **Centre for Effective Dispute Resolution (CEDR)** at:

CEDR  
70 Fleet Street  
London  
EC4Y 1EU

020 7536 6060

[www.cedr.com](http://www.cedr.com)