

Complaints Handling Procedure

DixonSmith LLP

DixonSmith LLP is a member firm of the Royal Institution of Chartered Surveyors (“RICS”). As a member firm of RICS, DixonSmith LLP is required under the RICS Rules of Conduct to have a Complaints Handling Procedure, which allows consumer complaints to be resolved without the costs of seeking redress from the courts, including providing access to a RICS approved “Alternative Dispute Resolution (“ADR”) service provider.

This guide outlines the procedures we adopt within DixonSmith LLP.

As a first step, complainants are invited to write to DixonSmith LLP (see contact details below). Within 3 working days you will receive a confirmation acknowledging receipt of the complaint and informing you of the person who has been nominated to investigate the complaint in the first instance.

Charles Dixon
DixonSmith LLP
1 Splatford Barton Business Park
Kennford
Exeter
EX6 7BT

charles@dixonsmith.uk

If possible you will receive a formal response to the complaint within 7 working days. Occasionally this may take longer, for instance if people who need to be interviewed are on holiday, but we will keep you informed if this is the case. If DixonSmith LLP are not able to give a full response, the claimant will be updated within 28 days. A claimant/consumer has 12 months to refer their complaint to The Property Ombudsman.

In our written response, the complainant will be invited to make any further comments or may be asked to attend a meeting with us or discuss it over the telephone. In any event, the complainant should confirm within 10 days whether they wish us to take the matter further.

If the claimant remains dissatisfied following our written response, then the complainant should notify us in writing within 10 working days. If appropriate, Charles Dixon will then attempt to resolve this promptly through negotiation. Should the matter not be resolved, the complainant is then free to contact our ADR service provider who will review the case. Please see the following contact details depending on the service the complaint relates to:

<u>Consumer</u>	<u>Business-to-business</u>	<u>Financial Services (Inc Insurance advice)</u>
The Property Ombudsman	RICS Dispute Resolution Service 55 Colmore Row, Birmingham, B3 2AA	Financial Ombudsman Service Exchange Tower, London, E14 9SR
T: 01722 333306 E: admin@tpos.co.uk W: www.tpos.co.uk	T: 020 7536 6000 E: info@cedr.com W: www.cedr.com	T: 0800 023 4567 E: complaint.info@financial-ombudsman.org.uk W: www.financial-ombudsman.org.uk