

COMPLAINT HANDLING PROCEDURE

KBW aims to provide a reliable and consistent service at all times. However, we acknowledge that from time-to-time circumstances may arise where a party feels dissatisfied with the service(s) received. We would always encourage a discussion of concerns on an informal basis initially, to see whether we can resolve the issue in a timely and satisfactory manner.

However, should you feel that a formal complaint is necessary, below is our company's complaint handling procedure.

- 1) We have appointed Steven Wood of KBW Chartered Surveyors, 8 Bath Mews, Bath Parade, Cheltenham, GL53 7HL 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.

01242 244 744
enquiries@kbw.co.uk

If you have initially made your complaint verbally – whether face-to-face or on the phone – please also make it in writing, addressed to Steven Wood.

- 2) Once we have received your written complaint, Steven Wood will contact you to acknowledge receipt as quickly as possible, and in any case will acknowledge receipt 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.
- 3) Within twenty-eight days of receipt of your written summary, Steven Wood will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken or will take.
- 4) If at this stage you still remain dissatisfied with any aspect of our internal handling of your complaint, you may refer your complaint to the following independent alternative dispute resolution bodies:

For commercial property complaints

The Centre for Effective Dispute Resolution (CEDR), 100 St. Paul's Churchyard, London, EC4M 8BU.

For residential property complaints

Property Redress, 7th Floor, Corn Exchange, 55 Mark Lane, London, EC3R 7NE.