

DANIEL & HIRST COMPLAINTS HANDLING PROCEDURE

We are a company that is regulated by the Royal Institution of Chartered Surveyors (RICS) and, as such, we are required to have in place a complaints handling procedure. Rule 7 of the RICS' Rules of Conduct for Firms requires all firms to operate a complaints handling procedure (CHP). The CHP must include a redress mechanism that is approved by RICS Regulatory Board.

Our Complaints Procedure

Daniel & Hirst is committed to providing high quality advice and services. We recognise, however, that there may be instances where we get things wrong or make mistakes. To deal with this, we have a complaints procedure.

We will Deal with your Complaint

We will not ignore a complaint. In fact, it may help us to see where our services or procedures might be improved. If you feel we have made a mistake or undertaken something which you found unsatisfactory or unacceptable, do let us know, even if you do not think your particular concern amounts to a "complaint".

How to Complain

Where your complaint is initially made orally, you will be required to send a written summary of your complaint to the person dealing with it.

Once we have received that written summary, we will acknowledge it within 3 working days and inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any further comments that you may have in relation to this.

Within 15 days of receipt of your written summary, Michael G Hirst MNAEA, or another senior executive, will write to you informing you of the outcome of the investigations into your complaint and let you know what actions have been or will be taken.

If you are dissatisfied with our handling of your complaint, you are entitled to refer your complaint to one of the following two independent redress schemes of which Daniel & Hirst Ltd is a member.

If your complaint is regarding sales, lettings or management

The Property Ombudsman
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

Tel: 01722 333306
Fax: 01722 332296
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

If your complaint is regards surveying

Centre of Effect Dispute Resolution (CEDR)
70 Fleet Street
London
EC4Y 1EU

Tel: 020 7536 6000
Fax: 020 7536 6001
Email: info@cedr.com
Website: www.cedr.com