

## **Complaints Procedure**

### **Stage 1**

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 14 working days. If you are unsure which member of staff to write to, your complaint should be sent to Bowen Son and Watson office to which the complaint relates

### **Stage 2**

If you are not satisfied with the initial response to the complaint then you can write to Bowen Son and Watson, Old Town Hall, The Square, Ellesmere, Shropshire SY12 0EP and ask for your complaint and the response to be reviewed. You can expect acknowledgement to your request within 4 working days of receipt and a response within 14 workings days.

We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

### **Final Stage**

If we are unable to agree on how to resolve your complaint, then you can take your complaint to an independent redress provider. We have chosen to use the following redress providers:

#### **For Estate Agency, Letting and Property Management Clients:**

Property Redress Scheme (PRS), Premiere House, 1<sup>st</sup> Floor, Elstree Way, Borehamwood,  
Hertfordshire WD6 1JH      Tel: 0333 321 9418      Email: [info@theprs.co.uk](mailto:info@theprs.co.uk)

#### **For Survey Clients (as approved by RICS Regulatory Board):**

Centre for Effective Dispute Resolution (CEDR), International Dispute Resolution Centre, 70 Fleet  
Street, London EC4Y 1EU      Tel: 020 7536 6000      Email: [info@cedr.com](mailto:info@cedr.com)