

DUNPHYS LIMITED
COMPLAINTS HANDLING PROCEDURE

1. The person below has been appointed within the Company to deal with all complaints and you should not hesitate to contact him in such circumstances.

M A E Smith BSc FRICS or E Freilich BSc Hons – York House Montague Road Hounslow TW3 1JZ - 020 8577 5172.

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the above.
3. Once we have received a written summary of your complaint, we will contact you in writing within seven working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. The first stage of our complaints handling procedure will involve full consideration of your complaint by **Mr Smith/Freilich** on behalf of the Company. We will try to resolve the complaint to your satisfaction. If you are satisfied with the outcome of **Mr Smith/Freilich's** investigation of your complaint the matter will have concluded.
5. **Mr Smith/Freilich** will consider your complaint as quickly as possible and will provide you with a full response or, if that is not possible, an update on what is happening with your complaint, within 28 days.
6. If we cannot agree on how to resolve the complaint or if you remain dissatisfied with any aspect of our handling of the matter, then you will have the opportunity to take your complaint to the second and final stage of our complaints procedure which is:
 - (i) for estate agency, property management or lettings agency matters, the Property Redress Scheme,
 - (ii) for all other surveying-related consumer matters and business to business complaints, to the RICS Dispute Resolution Service.