



Complaints Handling Procedure relating to the purchase of Land, Residential or Commercial Property

John Pye Surveyors Ltd
t/as John Pye Property
James Shipstone House
Radford Road
Nottingham, NG7 7EA

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The Royal Institution of Chartered Surveyors requires that there is a written complaints procedure and this is set out below.

At John Pye Property, we endeavour to provide the highest levels of service. We do however recognise that on occasions things do not go according to plan and in such instances, we operate an in house complaints procedure so that our clients may inform us of any issues that they have experienced.

If you wish to discuss any complaint that you may have, you should not hesitate to follow the procedure set out below:

1. Please contact the Property Office Manager Helen Bingley (or her replacement or successor) in the first instance. You can do this by letter, email or phone by using the details below:

Address: James Shipstone House, Radford Road, Nottingham, NG7 7EA

Email address: helen@johnpye.com

Phone number: 0115 970 6060

2. Subject to availability, the Property Office Manager, or an appropriate member of staff at the request of the Property Office Manager, will respond to you in writing within 3 Working Days. For the purposes of this complaints' procedure, a "Working Day" shall be any day other than a Saturday or Sunday or a public or bank holiday in England.
3. If you do not accept the decision of the Property Office Manager you should refer your complaint to the Head of Property, Charles Loake (or his replacement or successor). You can do this by letter, email or phone by using the details below:

Address: James Shipstone House, Radford Road, Nottingham, NG7 7EA Email address:
charles.loake@johnpye.com

Phone number: 0115 970 6060

Where your complaint is initially made orally, you will be requested to send a written summary of your complaint and provide any other comments that you have in relation to this.

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- 4 Within 10 Working Days of the date of receipt of your written summary, the Head of Property, or an appropriate member of staff at the request of the Head of Property, will write to you to inform you of the outcome of the investigation into your complaint and to let you know what (if any) actions have been or will be taken. If a longer period is required to consider your complaint you will be notified in writing with a revised timescale.
- 5 If you are still dissatisfied with any aspect of our handling of your complaint, you should contact Trevor Palethorpe, Director, James Shipstone House, Radford Road, Nottingham, NG7 7EA. He will personally conduct a separate review of your complaint and either he, or an appropriate member of staff at his request, will contact you within 15 Working Days of the date of the referral of the complaint to him, to inform you of the conclusion of this review.
- 6 If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.
01722 333306 <https://www.tpos.co.uk/> The Property Ombudsman
Unit 159756, PO Box 7169, Poole, BH15 9EL
or
CEDR Resolve +44(0)207 536 6000 <https://www.cedr.com/submit-a-complaint/>
- 7 The Property Ombudsman requires that all complaints are addressed through this in-house complaints' procedure, before being submitted for an independent review.
- 8 You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.
- 9 If you are unhappy with the outcome you may send your complaint to Propertymark <https://www.propertymark.co.uk/professional-standards/complaints.html>

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