

**MARTIN & POLE**  
Established 1846  
**Chartered Surveyors & Estate Agents**  
**7 Broad Street Wokingham RG40 1AY**

**PROCEDURE FOR HANDLING COMPLAINTS**

We hope you will always be satisfied with the level of service but if you do have a complaint we have a Complaints Procedure in accordance with the requirements of the Royal Institution of Chartered Surveyors. The procedure is as follows:

1. If you have a complaint against anyone in the Residential Sales Department, Residential Lettings Department, Commercial Department, Auction Rooms or against a Consultant your complaint should be addressed to David Auger FRICS, 7 Broad Street, Wokingham RG40 1AY. If David Auger is a party to the complaint the matter will be dealt with by Joe Gregory, Partner, Martin and Pole, Reading.
2. You will be asked to confirm your complaint in writing, giving as much detail as you can.
3. Upon receipt of your written complaint, we will immediately write to you (and certainly within 3 working days for complaints related to our Residential Sales and Letting Departments; 7 working days for other departments) with an acknowledgement of your complaint and, if appropriate, giving a brief summary. If you believe our brief summary is incorrect, then we will invite you to reply and make clear for us the reason for the complaint.
4. Within a further 15 working days (only extended if we write to you and advise that owing to holidays or illness we cannot comply with this timescale) David Auger/Joe Gregory will write to you in order to inform you of the outcome of the investigation and what actions, if appropriate, have been taken or will be taken.
5. If, at this stage, you are not satisfied, you should contact us again and we will arrange for a review to take place. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
6. If you remain unhappy with the outcome of our investigation the final stage of the procedure will provide the client with access to independent redress. The Royal Institution of Chartered Surveyors has approved a list of redress providers for firms to use. Our providers are:
  - (i) If the complaint relates to survey work undertaken by a Chartered Surveyor it is the Centre for Effective Dispute Resolution (CEDR).
  - (ii) If the complaint relates to any other aspect of our work it is The Property Ombudsman Services Limited, Milford House, 43-55 Milford Street, Salisbury SP1 2BP. Email [admin@tpos.co.uk](mailto:admin@tpos.co.uk) Telephone 01722 333 306 Website [www.tpos.co.uk](http://www.tpos.co.uk). 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.
7. The RICS requires all firms to endeavour to resolve the complaint without first reference to the independent redress scheme. If you feel we have not sought to address your complaint within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter.