



## **OAKLEY PROPERTY (SHOREHAM) LIMITED COMPLAINTS HANDLING PROCEDURE**

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

A person has been appointed in this company to deal with complaints. If you have a question or if you would like to make a complaint, please do not hesitate to contact the relevant person. His details are set out below:

Mr T D Crossfield BSc MRICS  
Oakley Property (Sussex) Limited  
23/24 Marlborough Place  
Brighton  
East Sussex, BN11UB  
Tel: 01273 688882  
Email: [tim@oakleyproperty.com](mailto:tim@oakleyproperty.com)

Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to Mr Crossfield at the above address. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.

Once we have received your written summary of the complaint, we will contact you in writing within 7 days to inform you of our understanding of the circumstances leading to the complaint. You will be invited to make any comments that you may have in relation to this.

The first stage of our complaints handling procedure will involve full consideration of your complaint by Mr Crossfield on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Mr Crossfield's investigation into your complaint, the matter will conclude.

We will consider your complaint as quickly as possible. We 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.

If we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure, which will be one of the following redress mechanisms:

**a) The Property Ombudsman** - this is free to consumers and is an approved redress scheme for estate agents.

The contact details for The Property Ombudsman are Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire SP1 2BP. Tel: 01722 333306 Web: [www.tpos.co.uk](http://www.tpos.co.uk)



**b) Arbitration Procedure for Surveying Disputes** - this is a business to business redress mechanism.

The contact details for the Arbitration Procedure for Surveying Disputes are Centre for Effective Dispute Resolution 70 Fleet Street, London EC4Y 1EU Tel: +44 (0)20 7536 6116, Fax: +44 (0)20 7536 6001 E-mail: [applications@cedr.com](mailto:applications@cedr.com). Website <https://www.cedr.com/consumer/rics/>