

Our Ref:
Your Ref:

COMPLAINTS HANDLING PROCEDURE

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

1. A person has been appointed in the office to deal with complaints and you should not hesitate to contact the relevant person. That person is M J Graves FRICS, Burnet Ware & Graves Ltd, 13 Half Moon Lane Herne Hill London SE24 9JH Tel 0207 733 1293 email michael.graves@burnetware.com
2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of your complaint, we normally contact you in writing within seven days to inform you of our understanding of the circumstance leading to your complaint. You will be invited to make any comments that you may have in relation to this. Where it is necessary, for example, to carry out an inspection of the property or undertake detailed technical investigation, this may prevent an initial full response, and in those circumstances, we undertake to advise you of the steps we are taking in relation to the matter.
4. Within twenty-one days of receipt of your written summary, the person dealing with the complaint will write to you to inform you of the outcome of this investigation into your complaint and to let you know of what actions have been or will be taken.
5. **For Consumer Clients** Burnet Ware & Graves Ltd. are members of The Property Redress Scheme which may be able to help with your complaint. If we are unable to do so The Property Redress Scheme's website is www.theprs.co.uk
6. **For Business Clients** If a complaint has still not be resolved for persons or organisation in a business capacity and if it falls within the scheme rules, we agree to the referral of your complaint to the RICS Dispute Resolution Service who can be contacted at www.rics.org/disputeresolution
7. **For Insurance Matters.** For unresolved complaints regarding insurance matters contact www.rics.org/disputeresolution
8. If a valid claim against the Firm for direct loss of Client's funds is not met by the Firm, then it may be met by the RICS Client Money Protection Scheme.

M J Graves FRICS

Burnet Ware & Graves Ltd

13 Half Moon Lane

Herne Hill

London SE24 9JU

Revised: February 2024

Director: M.J.Graves B.Sc. (Est. Man.) FRICS

Associates: A Albrow (MARLA)

Burnet Ware & Graves Ltd, trading as Burnet Ware & Graves
Registered Office: 13 Half Moon Lane, London SE24 9JU Registered in England No. 2498513