



COMPLAINTS PROCEDURE

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

Stage I

1. A person has been appointed in this office to deal with complaints, and you should not hesitate to contact the following:-

B. N. Seal BSc MRICS, Wilbys, 6a Eastgate, Barnsley, S70 2EP.
Tel. (01226 299221).
2. If you have initially made your complaint verbally – whether face-to face or over the phone – please also make it in writing, addressed to Mr. Seal above. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.
3. The first stage of our complaints handling procedure will involve full consideration of your complaint by Mr. Seal on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of our 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.

Stage II

4. 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 is either:-
 - a. In case of consumer complaints, we agree to the referral of your complaint to The Property Redress Scheme: Premiere House, 1st Floor Elstree Way Borehamwood WD6 1JH. www.theprs.co.uk
 - b. In cases of complaints regarding disputed commercial issues we agree to a referral to the Dispute Resolution Service (DRS) of the Royal Institution of Chartered Surveyors, who can be contacted at RICS Contact Centre, Surveyor Court, Westwood Way, Coventry, CV4 8JE.