

RENDALL AND RITTNER LIMITED

COMPLAINTS HANDLING PROCEDURE

Rendall and Rittner Limited prides itself on the service that it provides to its customers, however it is recognised that from time to time, problems occur that give rise to a customer making a complaint. In the interests of good customer service, and to comply with regulatory requirements, Rendall and Rittner Limited have adopted the following procedure which will be followed in dealing with any complaint received:

1. We have appointed Angela Petts to deal with complaints. If you wish to make a complaint or have a query regarding a potential complaint, please do not hesitate to contact her.
2. If you have initially made your complaint verbally, whether face-to-face or on the telephone, please also make your complaint in writing addressed to the above-named.
3. Once we have received your written complaint, we will make contact with you in writing within seven days. At this stage we will give you our understanding of your case and will invite you to make any further comments that you may have or seek clarification in respect of any relevant matters.
4. Within 21 days of receipt of your written complaint, we will write to you to inform you of the outcome of our internal investigation into your complaint and let you know what actions, if any, we have taken or will take. If, at this stage, we are unable to conclude our investigations, we will advise you accordingly, with reasons and confirm our anticipated timescale for conclusion.
5. If you remain dissatisfied with any aspects of our internal handling of your complaint and/or the separate review, your complaint can be referred as follows:
 - **Business redress scheme (for clients):**
RICS Dispute Resolution Service, Surveyor Court, Westwood Way, Coventry, CV4 8JE.
 - **Consumer redress scheme:**
Ombudsman Services: Property, PO Box 1021, Warrington, WA4 9FE
6. Should your complaint relate to an insurance matter, you can also refer to the Financial Ombudsman Service (FOS), South Quay Plaza, 183 Marsh Wall, London E14 9SR