

## **RENDALL & RITTNER LIMITED – COMPLAINTS HANDLING PROCEDURE**

Rendall & Rittner 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 & Rittner Limited has adopted the following procedure which will be followed in dealing with any complaint received:

1. If you wish to make a complaint or have a query regarding a potential complaint, please do not hesitate to contact Gail Seal, Customer and Client Relations Manager at [CustomerFeedback@rendallandrittner.co.uk](mailto:CustomerFeedback@rendallandrittner.co.uk). Alternatively, you can write to: Rendall and Rittner, PO Box 154, NE24 9GF.
2. If you have initially made your complaint verbally, whether face-to-face or on the telephone, we do ask that you put your complaint in writing to us.
3. Once we have received your written complaint, we will send an acknowledgment email within 3 working days.
4. Within 15 working 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 we are unable to conclude our investigations within the timescale, we will advise you accordingly, with reasons and confirm our anticipated date for conclusion.
5. Following this, if you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
6. We will write to you within a further 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
7. If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks have elapsed since the complaint was first made and you have not received a formal response) then you can take the matter up with the relevant Ombudsman for free independent dispute resolution.

Please note you will need to submit your complaint to The Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

**The Property Ombudsman**

Milford House, 43-55 Milford Street, Salisbury, SP1 2BP

Tel: 01722 333 306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Website: <http://www.tpos.co.uk>

If you are a **Client** and remain dissatisfied with any aspects of our internal handling of your complaint and/or the separate review, your complaint can also be referred to:

**Business redress scheme (for clients):**

RICS Dispute Resolution Service, Surveyor Court, Westwood Way, CV4 8JE

Tel: 020 7334 3806

Email: [drs@rics.org](mailto:drs@rics.org)

Website: <https://www.rics.org/uk/footer/contact-us/concerns/raising-concerns-about-a-regulated-member/>

8. If your complaint refers to an **Insurance** matter and you remain dissatisfied with any aspects of our internal handling of your complaint and/or the separate review you can refer this to:

**Financial Ombudsman Service (FOS)**

Exchange Tower London E14 9SR

Tel: 0300 123 9 123 or 0800 0234567

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: <http://www.financial-ombudsman.org.uk/consumer/complaints.htm>

9. If your complaint refers to a **Heat Network**, or you are a client, and your complaint refers to **utility procurement or a communal supply** matter and you remain dissatisfied with any aspects of our internal handling of your complaint and/or the separate review you can refer this to:

**Energy Ombudsman Services:**

P.O. Box 966, Warrington, WA4 9DF

Tel: 0330 440 1624

Email: [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)

Website: <https://www.energyombudsman.org>

10. If your complaint concerns a building safety matter and you remain dissatisfied with any aspect of our internal handling of your complaint or the separate review, you may refer the matter to:

### **Building Safety Regulator**

Health and Safety Executive, Redgrave Court, Merton Road, Bootle, Merseyside L20 7HS

Tel: 0300 790 6787 / 0300 003 1747

Website: <https://www.gov.uk/guidance/contact-the-building-safety-regulator>

To file a complaint with the Building Safety Regulator, you will need to provide:

- The building address, if the complaint pertains to a building.
- Your contact details, or those of someone acting on your behalf, so we know who to respond to.
- The name of the person or organisation to whom you have previously complained, if applicable.
- Details of your complaint, including when you first became aware of the issue, who you reported it to, and when, if relevant.
- Any supporting documentation, such as photographs or other files you wish to submit.

Rendall & Rittner Limited

January 2026