

## RENDALL AND RITTNER LIMITED – COMPLAINTS HANDLING PROCEDURE

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

1. We have appointed Adenike Olowe to coordinate complaints. If you wish to make a complaint or have a query regarding a potential complaint, please do not hesitate to contact her at [CustomerFeedback@rendallandrittner.co.uk](mailto:CustomerFeedback@rendallandrittner.co.uk). Alternatively, you can complete the form on our website: [www.rendallandrittner.co.uk](http://www.rendallandrittner.co.uk) or write to: Rendall and Rittner, 340 Deansgate, Manchester M3 4LY.
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 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, at this stage, 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 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 has elapsed since the complaint was first made) then you can take the matter up with The Property Ombudsman without charge:

**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>

Please note the following:

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

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

8. 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)  
<https://www.rics.org/uk/footer/contact-us/concerns/raising-concerns-about-a-regulated-member/>
9. 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), (insurance matters)**  
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>