

## RENDALL & 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 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 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

[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)

Website: <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>

10. If your complaint refers to a utilities 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:

**Ombudsman Services (utilities matters):**

Post: Ombudsman Services: Energy, P.O. Box 966

Warrington, WA4 9DF

Tel: 0330 440 1624

Email: [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)

Website: <https://www.ombudsman-services.org>

For more information please visit: [www.ombudsman-services.org](http://www.ombudsman-services.org)

11. 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

Phone Numbers:

0300 790 6787 / 0300 003 1747

Website: [Contact the Building Safety Regulator - GOV.UK](https://www.gov.uk/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**  
**April 2025**