



## Complaints Procedure

We are committed to providing a high-quality customer service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Because we pride ourselves on our approachable nature, we would like you to feel comfortable that you could call us to discuss and resolve any matter that may arise.

Alan Lenthall, our Director, will contact you within 24 hours of any call, email or voicemail to discuss the issue and use every effort to resolve the issue as a matter of urgency.

If you are unhappy with this and want to make things more formal, please contact the Director Mr Alan Lenthall with the details of your complaint by email ([alanlenthall@cbcfm.co.uk](mailto:alanlenthall@cbcfm.co.uk)) and we will pursue the following process.

### What will happen next?

1. within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint and invite you to a meeting to discuss and hopefully resolve your complaint. Alan Lenthall will do this within 14 days of sending you the acknowledgement letter.
3. Within three days of the meeting, Alan Lenthall will write to you to confirm what took place and any solutions he has agreed with you.
4. If you do not want a meeting or it is not possible, Alan Lenthall will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, we would propose to make a formal submission to the RICS Fast Track Arbitration service for which an Application form and notes outlining the process are attached to this policy.

Signature of person responsible for policy:-

Alan Lenthall

Director

Reviewed 30<sup>th</sup> June 2020