



BTF Partnership is committed to providing good quality professional services, but if you are not happy with any aspect of our service or your dealings with us, please let us know as soon as possible. This will help us to improve our standards.

The below sets out our Complaints Handling Procedure in accordance with the standards laid down by the RICS (Royal Institution of Chartered Surveyors).

How to Complain

Step 1: Contacting us

The first step is to talk to a member of staff. This can be done quite informally, either directly or by telephone.

Usually, the best staff member to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly and to put things right. If they are not available, or you would prefer to talk to someone else, then ask for their relevant line manager or Director – contact details are available on our website.

We will try to resolve the problem on the spot if we can. If we can't do this, for example because information we need is not to hand, then we will make a record of your concern and arrange the best way and time for getting back to you. This will normally be within five working days unless we make some other arrangement with you.

Step 2: Taking your complaint further

If we are unable to resolve the matter to your satisfaction the next step is to put your complaint in writing to our Complaints Handling Director, Claire Houchin, at the following address: BTF Partnership, Clockhouse Barn, Challock, Ashford, Kent TN25 4BJ or by email at: claire.houchin@btfpartnership.co.uk.

Please provide as much detail as possible, explaining what you think went wrong and what you feel would put things right. Please also include the names of any directors and/or staff you dealt with, the dates concerned and any supporting evidence (where possible).

We will send you written acknowledgment of the receipt of your complaint within 3 working days of our receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.

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.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.



Step 3: Taking your complaint outside the organisation

For consumer complaints please contact:

The Property Ombudsman: 33 The Clarendon Centre, Salisbury Business Park, Dairy Meadow Lane, Salisbury SP1 2TJ

Telephone: 01722 333 306 Email: admin@tpos.co.uk

Website: www.tpos.co.uk/consumers/make-a-complaint

For business to business complaints please use:

RICS Dispute Resolution Service, 55 Colmore Row, Birmingham B3 2AA

Telephone: 020 7334 3806 Email: drs@rics.org

Website: www.rics.org

For credit broking complaints relating to financial products sold please use:

Financial Ombudsman Service, Exchange Tower, London E14 9SR

Telephone: 0800 023 4567 Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

You will need to submit your complaint to The Property Ombudsman, RICS or The Financial Ombudsman (as applicable) within 12 months of receiving our formal written response, including any evidence to support your case.