

BTF 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.

To deal with these situations we have a Complaints Handling Procedure which complies 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 or you are still unhappy, the next step is to put your complaint in writing to William Hinckley who is the Complaints Handling Director at BTF. He can be contacted at 27 Watling Street, Canterbury, Kent CT1 2UD, by phone on 01227 763663 or by email at [william.hinckley@btfpartnership.co.uk](mailto:william.hinckley@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).

Once the Complaints Handling Director receives a written complaint, you should receive a letter or email acknowledging receipt within 5 working days, enclosing a copy of the Complaints Handling Procedure and stating when you can expect a full response.

This should normally be within 15 working days unless the matter is very complicated, or where other people or organisations need to be contacted. Where this is the case, we will let you know what action is being taken and tell you when we expect to provide you with a full response.

The Complaints Handling Director will undertake an impartial investigation of your complaint. This investigation will entail reviewing your letter and any enclosures, reviewing the file on the matter concerned and speaking with the member of staff and/or Director who dealt with you.

A formal written outcome of our investigation will be sent to you within 15 working days of us sending the acknowledgement letter and receipt of all relevant information. This formal written response should address your specific complaint and set out any actions which have or will be taken and/or any resolutions where appropriate.

If for any reason the investigation has not been concluded within this timescale, we will provide you with an update of the progress to date and an indication of what further information is required and an estimated timescale for completion of the review.

### **Step 3: Taking your complaint outside the organisation**

If you are not satisfied with the Complaint Handling Directors response, then please refer your complaint to the relevant redress scheme detailed below.

***For consumer complaints please contact:***

The Property Ombudsman: Milford House, 43-55 Milford Street, Salisbury SP1 2BP

Telephone: 01722 335458 Fax: 01925 530271 Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

***For business to business complaints please use:***

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

Telephone: 020 7334 3806 Email: [drs@rics.org](mailto:drs@rics.org)

Website: [www.rics.org](http://www.rics.org)

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

Financial Ombudsman Service, Exchange Tower, London E14 6SR

Telephone: 0800 023 4567 Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://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.