

COMPLAINTS HANDLING PROCEDURE

Wallets Rural Property Services,
a division of
Wallets Marts Castle Douglas Limited
New Market Street
Castle Douglas
DG7 1HY



(Revised June 2016)

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Wallets Marts Castle Douglas Limited
New Market Street, Castle Douglas, DG7 1HY**

Complaints Handling Procedure

If you have a complaint then this note sets out the procedure which we will follow in dealing with your complaint:

1. A person has been appointed in this office to deal with complaints and you should not hesitate to contact the relevant person. Details are set out below:

Miss Emily Mason BSc (Hons) PgD MRICS,
Senior Land Agent, Wallets Rural Property Services,
Ring 3, New Market Street,
Castle Douglas, DG7 1HY.
Tel: 01556 503889 Mobile: 07711 458455 Email: emily@wallets-rps.co.uk

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within 10 days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you have in relation to this.
4. Within 30 days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and let you know what actions have been or will be taken.
5. If you are dissatisfied with any aspect of our handling of your complaint, you should contact Mr Robin B. Anderson, FIA Scot (Est.), Managing Director, Wallets Marts Castle Douglas Limited, New Market Street, Castle Douglas, DG7 1HY who will personally conduct a separate review of your complaint and contact you within 21 days to inform you of the conclusion of this review.
6. If you remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to solve this promptly through negotiations, and otherwise agree to enter into mediation with you in accordance with the Centre for Dispute Resolution (CEDR) Model Mediation Procedure or the mediation process operated by the Royal Institution of Chartered Surveyors.
7. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to either the Ombudsman Services: Property (formerly Surveyors Ombudsman Service) PO Box 1021, Warrington, WA4 9FE for consumer based disputes OR RICS Dispute Resolution Service (DRS) Surveyor Court, Westwood Way, Coventry CV4 8JE for disputes of a business nature.