

Geoffrey Collings & Company
Chartered Surveyors, Auctioneers and Estate Agents.
Complaint Handling Procedure.

We at Geoffrey Collings & Company endeavour to provide our Clients with a first class professional service. We pride ourselves on our independence and our ability to give our Clients personal attention. If, however you do have a complaint, this note sets out the procedure which we will follow in dealing with that complaint.

1. A Partner is available for each of our offices to deal with complaints, and you should contact the relevant Partner. The Partners are as follows:

Mr David Wilson FRICS. – Long Sutton Office.
Telephone; 01406 362098.

Mr Jeffrey Hazel FRICS, FNAEA – Kings Lynn, Dersingham and Terrington St Clement Office.
Telephone 01553 774566.

Mr Andrew Holford MRICS, FCABE – Kings Lynn Office,
Telephone – 01553 774566.
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 7 days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within 28 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 remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiations. If this proves unsuccessful then the following redress procedures can be followed:
 - a) For a complaint relating to Estate Agency, Lettings and Property Management;
The Property Ombudsman Ltd,
Milford House,
43-55 Milford Street,
Salisbury,
Wiltshire, SP1 2BP
 - b) For a complaint relating to Survey and Valuation Services;
Centre for Effective Dispute Resolution,
70 Fleet Street
London
EC4Y 1EU

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