

Complaints Handling Procedure



Client feedback and complaints

We are committed to providing an excellent standard of service to our clients. We value feedback from clients because it helps us to improve our service. If you do not feel that you are receiving excellent client service, or that something could be improved, please do tell us about it. If we have fallen short of the high standards we have set for ourselves then we would like the opportunity to put things right.

How to give feedback or make a complaint

Wherever possible it would be helpful if you could discuss any feedback or concerns with the person dealing with your instructions informally first, as they may be able to resolve your concerns without the need for a formal complaint.

If they cannot resolve your concern informally, or if the issue is of such a serious or sensitive nature that you do not feel comfortable raising it with them, or it relates to them, then please feel free to raise your concerns as a formal complaint under this procedure.

How to make a complaint under this procedure

To enable us to investigate and respond to you, we will need to form a good understanding of the issues.

We would welcome hearing from you by email or by post with a brief explanation of:

- Why you feel dissatisfied with the service you have received.
- How you would prefer to be contacted about your complaint.
- If there is anything in particular that you would like us to do to resolve your complaint.

Please address your concerns:

- by email to complaints@fishergerman.co.uk; or
- by post to: Complaints, Fisher German LLP, Head Office, Ivanhoe Office Park, Ivanhoe Park Way, Ashby de la Zouch, Leicestershire, LE65 2AB'.

What happens after I have made a complaint?

We will:

- send a written acknowledgement to you within seven days of receiving your complaint;
- investigate your concerns, which may include reviewing our file and other records and discussing the issues with the team who have been acting for you;
- let you know if we need any further information to assist our investigation;
- provide a Final Response setting out the conclusion of our investigation and any proposals to rectify or resolve the matter within 28 days. The Divisional Managing Partner responsible for the services you have received will oversee this response; and
- not charge you for investigating and responding to your complaint.

Do I have to pay my bill if I am complaining?

Our invoices are payable regardless of the investigation of any complaint. Please be assured, however, that if the outcome of our complaint investigation concludes that any adjustment or reduction in costs should be made, any reimbursement will be paid promptly at that time.

How long will it take?

We aim to conclude investigations and provide Final Response letters promptly and within 28 days. If we need longer than 28 days, for example because the matter is complex or involves a third party, we will update you and tell you when we expect to write again. In some cases, it may take up to eight weeks from receipt of a complaint. In exceptional circumstances it may be necessary to extend these timescales. If this occurs, we will let you know in writing and will try to agree any variations with you first.

What might the outcome of my complaint be?

We regret any dissatisfaction which our clients experience and, if we conclude that our service has fallen below our usual high standards, we will not hesitate to apologise. We may also make any proposals that we consider appropriate to resolve or improve your situation.

Regulated by RICS

What if I remain dissatisfied?

If you are dissatisfied with our Final Response, you may refer your complaint to our Director of Risk. He will consider the outcome of the investigation and make a recommendation to the firm's Managing Partner on whether we acted appropriately in the circumstances.

What other options are available to me?

If you remain dissatisfied after receiving our Final Response and referring the matter to our Director of Risk, or in the unlikely event that you have not received a Final Response within eight weeks of our receiving your complaint, you may be entitled to refer to an alternative dispute resolution mechanism.

If you are a consumer and your complaint relates to residential lettings, residential property management or residential estate agency then you may refer to:

Property Redress Scheme (PRS)

Elwood House, 42 Lytton Road, Barnet, Herts, EN5 5BY t: 0333 321 9418

e: info@theprs.co.uk

w: www.theprs.co.uk

For all other matters – including complaints relating to valuations, surveying disputes, building surveys, non-residential property sales and property management – you may refer to:

Centre for Effective Dispute Resolution (CEDR)

The International Dispute Resolution Centre, 70 Fleet St, London EC4Y 1EU

t: 020 7536 6000

e: info@cedr.com

w: www.cedr.com

What if I am a tenant or leaseholder?

We typically handle complaints from tenants or leaseholders regarding service delivery, timescales and costs as landlord/tenant/leaseholder matters. We encourage you to discuss your concerns with your property manager. If, however, you wish to complain about the direct actions or behaviour of your property manager, or another member of Fisher German, then you may use this procedure, as well as refer the matter to your landlord if you wish.