

# **TW GAZE**

## **Complaints Handling Procedure**

### **STAGE ONE**

If a client/applicant/prospective purchaser wishes to make a complaint it can be made verbally but must be followed by a written complaint. Until the written complaint is received by TWG (1857) Limited t/a TW Gaze the process of dealing with it will not commence. This is to ensure that we fully understand exactly what your complaint is and that we have a written record of it.

Complaints should be addressed to:

M B Sarson MRICS, TW Gaze, 10 Market Hill, Diss, IP22 4WJ.

A written acknowledgement to the complaint will be given within 7 working days. The complaint will then be fully investigated by a Member of TW Gaze and a detailed written response given within 28 days from the date of receipt of the written complaint, if this is not possible an update will be provided. We will try to resolve the complaint to your satisfaction.

### **STAGE TWO**

If however, we are unable to resolve the complaint to your satisfaction or we exhaust our Complaints Handling Procedure in relation to our internal consideration of your complaint and have reached deadlock, you will then have the opportunity to take your complaint to the final stage of our Complaints Handling Procedure, which for individual consumers is the Ombudsman Services, PO Box 1021, Warrington, WA4 9FE, or The Property Ombudsman, Beckett House, 4 Bridge Street, Salisbury, Wiltshire, SP1 2LX. If you are a business contact the RICS Dispute Resolution Service, Surveyor Court, Westwood Way, Coventry CV4 8JE. If you are an Architectural Services consumer, the RIBA Dispute Resolution Service, 66 Portland Place, London W1B 1AD.

Amended May 2014