

## COMPLAINTS HANDLING PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

As a regulated RICS firm, we have in place this Complaints Handling Procedure (CHP) which meets the regulatory requirements. Our CHP has two stages.

- **Stage one** of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two.
- **Stage two** gives you the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

---

### Stage One

We would hope that we are able to resolve most complaints informally through verbal discussion. If, however, having spoken to us about your complaint you feel that the matter has not been resolved, please put the details of your complaint in writing. Please include as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman (or the relevant body as below) to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by a Partner of Clarke and Simpson who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a Managing Partner of Clarke and Simpson.
- The Managing Partner will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.



Clarke and Simpson  
Well Close Square  
Framlingham  
Suffolk IP13 9DU  
T: 01728 724200

[email@clarkeandsimpson.co.uk](mailto:email@clarkeandsimpson.co.uk)  
[www.clarkeandsimpson.co.uk](http://www.clarkeandsimpson.co.uk)

VAT NO GB 521 283475

And at *The London Office*  
40 St James's Place  
London SW1A 1NS

*Partners*  
Hayden Foster LTD  
Henry Birch LTD  
Oliver Holloway LTD  
Stuart Clarke LTD  
Oliver F Johnson LTD  
Eleanor Havers LTD

*Estate Management*  
Sally Watts MRICS

*Rural Surveyor*  
James Baker MRICS

*Residential Sales*  
Lara Balls MNAEA

If you are dissatisfied with the outcome following the above process, then the complaint moves to Stage Two.

## **Stage Two**

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board.

### **For Consumer clients or customers: (Property and chattels)**

The Property Ombudsman (TPO)  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire, SP1 2BP  
Telephone: 01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk)

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through Clarke and Simpsons complaints procedure, before being submitted for an independent review.

### **For Business-to-Business customers:**

IDRS Limited  
24 Angel Gate  
City Road  
London  
EC1V 2PT  
Telephone: 0207 520 3800  
Email: [info@idrs.ltd.uk](mailto:info@idrs.ltd.uk)  
[www.idrs.ltd.uk](http://www.idrs.ltd.uk)

*September 2021*

## COMPLAINTS HANDLING PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

As a regulated RICS firm, we have in place this Complaints Handling Procedure (CHP) which meets the regulatory requirements. Our CHP has two stages.

- **Stage one** of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two.
- **Stage two** gives you the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

---

### Stage One

We would hope that we are able to resolve most complaints informally through verbal discussion. If, however, having spoken to us about your complaint you feel that the matter has not been resolved, please put the details of your complaint in writing. Please include as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman (or the relevant body as below) to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by a Director of Clarke and Simpson Auctions Ltd who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by another Director of Clarke and Simpson Auctions Ltd.
- This Director of Clarke and Simpson Auctions Ltd will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you are dissatisfied with the outcome following the above process, then the complaint moves to Stage Two.



Clarke and Simpson Auction Centre  
Campsea Ashe  
Nr Wickham Market  
Suffolk IP13 0PS

*Directors*  
Geoffrey Barfoot  
James Durrant  
Hayden Foster  
Oliver Holloway  
Christopher Clarke

Clarke and Simpson Auctions Ltd  
Company No. 8568579  
Registered Office  
5 Church Street  
Framlingham IP13 9BQ

T: 01728 746323  
auctions@clarkeandsimpson.co.uk  
www.clarkeandsimpson.co.uk

VAT NO GB 166690476

## **Stage Two**

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board.

**For Consumer clients or customers:  
(Property and chattels)**

The Property Ombudsman (TPO)  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire, SP1 2BP  
Telephone: 01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk)

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through Clarke and Simpsons Auctions Ltd complaints procedure, before being submitted for an independent review.

**For Business-to-Business customers:**

IDRS Limited  
24 Angel Gate  
City Road  
London  
EC1V 2PT  
Telephone: 0207 520 3800  
Email: [info@idrs.ltd.uk](mailto:info@idrs.ltd.uk)  
[www.idrs.ltd.uk](http://www.idrs.ltd.uk)

*September 2021*