

COMPLAINTS HANDLING PROCEDURE

As a firm accredited by the Royal Society of Chartered Surveyors, the National Association of Estate Agents, the Association of Residential Letting Agents and the Property Ombudsman, Hartwell Partnership (Aylesbury) Limited (referred to as "Hartwells") aims to provide the highest standards of service to all vendors, purchasers, landlords and tenants, but to ensure your interests are safeguarded, we offer the following:

If you believe you have a grievance, please write in the first instance to the relevant department manager as detailed below:

Leslie Quist Lettings Manager Hartwells 8 Buckingham Street Aylesbury Buckinghamshire HP20 2LD	Annie Di Rosa Sales Manager Hartwells 8 Buckingham Street Aylesbury Buckinghamshire HP20 2LD	Alison Dollan Head of Property Management Hartwells 8 Buckingham Street Aylesbury Buckinghamshire HP20 2LD
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The grievance will be acknowledged within 3 working days and investigated thoroughly in accordance with established "in-house" procedures. A formal written outcome of the complaint will be sent to you within 14 working days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.

If you remain dissatisfied with the result of the internal investigation, please contact our CEO, George Thomas at the address given below, who will review the complaint:

Suite 6 Minton Place
Victoria Road
Bicester
Oxfordshire
OX26 6QB

clientcare@hartwells.com

Following the conclusion of our in-house review we will write to you with a final written statement within a further 14 working days.

If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to:

- The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury. Wiltshire. SP1 2BP, as an individual consumer; or
- The RICS Dispute Resolution Service (DRS), Surveyor Court, Westwood Way, Coventry CV4 8JE as a commercial client.

These referrals should be made within 6 months of the date of our final written statement.