

COMPLAINTS HANDLING PROCEDURE

- * In the event you believe you have grounds for a complaint against this firm concerning a matter dealt with by our Amersham or Little Chalfont offices we have a Complaints Handling Procedure which we hope will lead to a speedy resolution of any dispute.
 - * The persons appointed to deal with complaints are Richard Watkins and James Page who may be contacted at Robsons 19 Hill Avenue Amersham HP6 5BD:
Telephone: 01494 724999
e mail: richard.watkins@robsonsbucks.com or james.page@robsonsbucks.com
 - * You should contact Richard Watkins or James Page and explain the reasons for your dissatisfaction and in our experience, this is best done initially through open discussion as disputes can arise through a misunderstanding.
 - * If after the initial discussion you feel your complaint has not been resolved you should write to Richard Watkins or James Page summarising what you consider to be the relevant information and substance of your complaint.
 - * On receipt of your letter summarising your complaint, Richard Watkins or James Page will review the matter and respond to you in writing within 14 days, informing you of his understanding of the circumstances leading to your complaint and inviting your comments on his findings.
 - * When Richard Watkins or James Page has received your written comments on his findings he will review the matter and respond to you within 14 days informing you of the outcome of his investigations and advising you of any action the firm will be taking now or in the future.
 - * If regrettably you are still dissatisfied you should contact Ian Reid at Robsons, Moor Park Estate Office, North Approach, Moor Park, Northwood, Middlesex, HA6 2JQ
Email: ian.reid@robsonswb.com, Tel: 01923 820622
 - * Ian Reid will conduct a separate review of your complaint and write to you within 15 days to inform you of his conclusion of his review.
 - * If you remain dissatisfied with any aspect of our handling of your complaint, we will attempt to resolve the outstanding issues through further discussion.
 - * If you still remain dissatisfied and your complaint concerns our handling of an Estate Agency or Letting or Property Management matter you may refer the complaint to the Ombudsman for Estate Agents, Beckett House, 4 Bridge Street, Salisbury SP1 2LX Tel: 01722 333306
 - * If you remain dissatisfied and your complaint concerns a formal written valuation or survey you may refer the matter to the Surveyor's Ombudsman Service, PO Box 1021, Warrington WA4 9FE Tel: 0845 050 8181
- For the avoidance of doubt opinions of price for marketing purposes are not formal valuations.

* We will endeavour to respond to you within the time periods stated but circumstances may arise when it is not possible for us to complete our enquiries within these time limits. This may arise when staff or other persons are unavailable due to illness or are absent on leave. In these circumstances we will advise you of the position and do everything reasonably possible to expedite the matter.

February 2024