



Chartered Surveyors  
Property Consultants

## COMPLAINTS HANDLING PROCEDURE

Shortland Parsley is regulated by RICS for the provision of surveying services. This means we agree to uphold the RICS Rules of Conduct for Firms and all other applicable mandatory professional practice requirements of RICS, which can be found at [www.rics.org](http://www.rics.org). As an RICS regulated firm we have committed to cooperating with RICS in ensuring compliance with its standards.

If at any time you have a complaint against Shortland Parsley, or a member of staff, then this note sets out the procedure which we shall follow in dealing with that complaint:

1. The firm's nominated RICS Responsible Principal may be contacted at the firm's principal address, or by email:

Keith Thomas Parsley, BSc FRICS ACI Arb, 17 Market Street, Atherstone Warwickshire  
CV9 1ET, Tel: 01827 718912 or E-mail: [keith@parsleyproperty.co.uk](mailto:keith@parsleyproperty.co.uk)

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within twenty-one days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty-eight days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.

5. If you are a private individual and are dissatisfied with any aspect of our handling of your complaint (s) you should contact:

*The Property Ombudsman  
Milford House  
43-45 Milford Street  
Salisbury  
Wiltshire SP1 2BP*

**T:** 01722 333 306  
**E:** [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
**W:** [www.tpos.co.uk](http://www.tpos.co.uk)

6. If you are acting as a business and you are dissatisfied with any aspect of our handling of your complaint, you should contact:

*Centre for Effective Dispute Resolution  
70 Fleet Street  
London EC4Y 1EU*

**T:** 020 7536 6060  
**F:** 020 7536 6060  
**E:** [info@cedr.com](mailto:info@cedr.com)  
**W:** [www.cedr.com](http://www.cedr.com)

WEF : 11th November 2019