



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 three working days to acknowledge your complaint.
4. Your complaint will be investigated, and we will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate within fifteen days of receiving your complaint. We will 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.
5. If you remain unhappy, your subsequent written complaint will be investigated within fifteen days and you will receive a written response, in order to inform you of the outcome of the investigation into your complaint and to outline our final position including what actions have been taken where appropriate.
6. 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)

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Partners:  
Keith T Parsley BSc (Est Man) FRICS ACI Arb  
James R Parsley BA (Hons) PgD MRICS  
Consultants:  
David J Shortland MBE Hon DBA FRICS  
Antony Cresswell-Black MRICS  
(Chartered Building Surveyor)

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COMMERCIAL, AGRICULTURAL & RESIDENTIAL PROPERTY  
Property Management : Sales & Letting : Auctioneering : Agricultural  
Land Agency : Rating, Taxation & Compensation : Planning & Development

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In Association with Shortland Horne Ltd, Coventry

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17 Market Street, Atherstone  
Warwickshire CV9 1ET  
Tel: 01827 718912  
Email: [enquiries@parsleyproperty.co.uk](mailto:enquiries@parsleyproperty.co.uk)  
Web: [www.parsleyproperty.co.uk](http://www.parsleyproperty.co.uk)  
VAT Reg. No: 748166603



Please be aware that you have up to 12 months from the date of our final viewpoint correspondence to refer your complaint to the Ombudsman in writing, although it is preferable that you do so as soon as possible if you wish to pursue a matter further.

7. 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 : 12th November 2021*