COMPLAINTS HANDLING PROCEDURE

Chartered Surveyors
Property Consultants

Shortland Parsley is regulated by the 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. As an RICS regulated firm we are 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 ACIArb, 17 Market Street, Atherstone Warwickshire CV9 1ET, Tel: 01827 718912 or E-mail: 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. Private individuals who are dissatisfied with any aspect of our handling of your complaint (s) should contact:

   The Property Ombudsman
   Unit 159756
   PO Box 7169
   Poole
   BH15 9EL

   T: *01722 333 306*
   E: *admin@tpos.co.uk*
   W: *www.tpos.co.uk*

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 the matter further.

7. Business clients dissatisfied with any aspect of our handling of your complaint, 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*
W: *www.cedr.com*

WEF : October 2026