



**ESTATE AGENTS, LETTING AGENTS,  
SURVEYORS & VALUERS**

**[www.tempertons.co.uk](http://www.tempertons.co.uk)**

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## **COMPLAINTS HANDLING PROCEDURE**

If you have a complaint, then we adopt the following procedure in dealing with that complaint:

### **STAGE ONE**

Mr A P Temperton has been appointed in this Office to deal with complaints and you should not hesitate to contact him. Details are set out below:

**A P TEMPERTON MRICS  
23-25 HIGH STREET, NEWPORT, SHROPSHIRE. TF10 7AT  
(01952) 812519 [andrew@tempertons.co.uk](mailto:andrew@tempertons.co.uk)**

We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint.

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response we will update you within 28 days.

### **STAGE TWO**

If the complaint is from a consumer, in connection with agency matters then we agree for this to be considered by The Property Ombudsman (TPOS) of which we are fully registered member. The Property Ombudsman Services Limited is appointed to operate an Approved Redress Scheme under the Consumers, Estate Agents and Redress Act 2007. Their registered address is Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. Their website address is [www.tpos.co.uk](http://www.tpos.co.uk) and details of how to contact them in connection with your complaint is found in their consumer guide at the above website.

If you remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiations and otherwise agree to enter into mediation with you in accordance with the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure, the mediation process operated by the Royal Institution of Chartered Surveyors.

If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to IDRS Ltd (formerly known as the Surveyors and Valuers Arbitration Scheme) together with a Neutral Evaluation Procedure for business to business surveying disputes. These schemes are operated by the Chartered Institute of Arbitrators, 24 Angel Gate, City Road, London EC1V 2RS from whom details of the Scheme may be obtained.



**NICHOLAS J HUGHES, MRICS  
ANDREW P TEMPERTON, MRICS**

