

CODE OF PRACTICE – COMPLAINTS HANDLING PROCEDURE

It is the aim of Hern & Crabtree Ltd to provide an efficient and accurate service to its clients. Nevertheless, some complaints are likely to arise and these will be dealt with as follows:

1. We have appointed Rhodri Humphreys, Area Manager, to deal with complaints. If you have a question or if you like to make a complaint, please don't hesitate to contact him.

Mr R. Humphreys
Area Manager
Hern and Crabtree Ltd
8 Waungron Road
Llandaff, Cardiff, CF5 2JJ
Telephone: 02920 555198
Email: rhodri@hern-crabtree.co.uk

2. If you have initially made your complaint verbally –whether face to face or on the phone- please also make it in writing, addressed to Rhodri Humphreys.
3. Once we have received your written complaint, Rhodri Humphreys will contact you in writing within five working days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
4. A formal written outcome of the investigation will be sent to you within 15 working days.
5. If you remain dissatisfied with any respect of our handling of your complaint, then you will have recourse to lodge your complaint with **The Property Ombudsman**.

Address:

The Property Ombudsman Ltd
Beckett House
4 Bridge St
Salisbury,
Wiltshire, SP1 2LX
Tel: [01722 333306](tel:01722333306)
Fax: [01722 332296](tel:01722332296)
Email: admin@tpos.co.uk

Should your complaint refer to a Bond lodged with Hern & Crabtree Ltd then your complaint should be lodged with **The Dispute Service Ltd**.

The Dispute Service Ltd
West Wing First Floor
The Maylands Building, 200 Maylands Avenue
Hemel Hempstead
HP2 7TG
Tel [0300 037 1000](tel:03000371000)
Email deposits@tds.gb.com