

**JAMES RAMSEY LTD - COMPLAINTS PROCEDURE:**

- 1: Complaint received from client in writing. Complaints regarding Essex office to be dealt with by Surrey Director. Complaints regarding Surrey office to be dealt with by Essex Director.
- 2: Complaint to be acknowledged in writing within three working days of receipt.
- 3: Matter to be investigated by the appropriate Director.
- 4: Respond with outcome of investigations within 15 days of complaint being received.
- 5: Further investigations can be considered.
- 6: Final decision viewpoint will be provided within 8 weeks.
- 7: Contact details for The Property Ombudsman will be provided.

