

Complaints handling procedure

This document represents the procedure to be followed when a complaint is made to ClystCore Ltd.

The appointed person within ClystCore Ltd who deals with complaints is Mr. Christopher Baker MRICS.

The following procedure will be followed.

Stage 1: Internal complaints procedure

1. If a verbal complaint is made, the complainant will be requested to make their complaint in writing.
2. On receipt of a written complaint, the complaint will be acknowledged within seven days.
3. The complaint will be given full consideration by the appointed person.
4. Every effort will be made to respond fully to the complaint within 28 days. If the complaint cannot be responded to in full, an update will be given.
5. If the complaint cannot be resolved, the complainant will be advised in writing that the internal complaints procedure (stage 1) has been exhausted. Details of the independent redress mechanism (stage 2) will be included.

Stage 2: Independent redress mechanism

Where stage 1 has been exhausted and the complaint has not been resolved, provision has been made for the complainant to take its case to an independent redress mechanism should they wish to.

The independent redress mechanism for consumers used by ClystCore Ltd is The Property Ombudsman (TPO), Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP. Tel: 01722 333306.

The independent redress mechanism for businesses used by ClystCore Ltd is The Centre for Effective Dispute Resolution (CEDR), 100 St. Paul's Churchyard, London EC4M 8BU, United Kingdom. Tel: 020 7536 6000.