

## Complaints Procedure

At Carter Geering we endeavour to provide the highest levels of service in everything we do. However, we recognise that on occasions things do not go to plan, and in such instances we operate a complaints procedure which meets our regulatory requirements as members of the RICS, and provides our clients with a platform to inform us of any problems they have experienced so we can try to resolve any issues amicably.

All complaints must be received in writing and signed. As a firm we are members of the Royal Institution of Chartered Surveyors (RICS). Chartered Surveyors is the description of Professional Members or Fellows of the Royal Institute of Chartered Surveyors (RICS).

The RICS promotes and enforces the highest professional qualifications and standards and we have chosen to be subject to their strict standards of quality assurance in order that clients who work with us can have confidence in the quality and ethics of our service.

Upon receipt of a complaint, staff will provide assistance, with the assurance that it will be treated sensitively, confidentially, and promptly.

An acknowledgement letter will be sent to the complainant within 3 working days of its receipt. A Director will then review all files on the matter and issue their decision where possible within 15 days of receipt of the complaint.

Where we are unable to process a decision within this time, the complainant will be promptly informed of the expected date of the final decision.

If the complainant is not satisfied with the decision of the Directors, then they are able to refer this to our redress scheme as detailed below.

A Link to The Property Ombudsman's Consumer Guide is:

<https://www.tpos.co.uk/consumers>

Please be aware that the complainant has up to 12 months from the date of the unsatisfied decision to refer the complaint to the Ombudsman in writing, although it is preferable that this is done as soon as possible.

### **Directors:**

Graham Carter MNAEA and Rupert Geering MNAEA, MARLA, AssocRICS

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01363 773757

[info@cartergeering.com](mailto:info@cartergeering.com)

[www.cartergeering.com](http://www.cartergeering.com)

For private individuals, or consumer clients:

**The Property Ombudsman**

(Membership Number: N03146)

Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

Tel: 01722 333306 Email: [enquiries@tpos.co.uk](mailto:enquiries@tpos.co.uk) or [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

**The National Association of Estate Agents**

National Federation of Property Professionals, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, Warwickshire, CV34 6LG

Tel: 0845 250 6001

**The Association of Residential Letting Agents**

National Federation of Property Professionals, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, Warwickshire, CV34 6LG

Tel: 0845 250 6001

For corporate or business to business clients:

**The Royal Institute of Chartered Surveyors**

RICS Disputes Resolution Service, Surveyors Court, Coventry, CV4 8JE.

Your money will be held in a designated client account and protected through both the RICS client money protection scheme, and the Association of Residential Letting Agents Scheme (for exclusions and limits visit [www.rics.org/clientmoneyprotectionscheme](http://www.rics.org/clientmoneyprotectionscheme)).

Your money is held in accordance with the RICS client money protection scheme rules, which can be viewed on the following webpage:

<https://www.rics.org/globalassets/rics-website/media/upholding-professional-standards/regulation/client-money-protection-scheme-rules-rics.pdf>

Carter Geering is a trading name of Devon Lettings Limited, registered in England No 3071451.

