



P A R K E R
T O R R I N G T O N

COMPLAINTS HANDLING PROCEDURE (CHP) – PROPERTY MANAGEMENT

The firm is regulated by the RICS and this CHP sets out the two stages

- The complaint will be considered by a senior member of the firm
- If the complaint cannot be resolved, we agree to referral to an independent third party with the authority to award redress

Stage One

We have appointed, in this case, Mr A Parker on 023 9260 4592 or email adrian@parkertorrington.com, to deal with your complaint. If you have a question, or if you would like to make a complaint, please do not hesitate to contact him.

If you have initially made your complaint verbally – whether face-to-face or over the phone and have been sent a copy of this CHP – please also make it in writing, addressed to Mr A Parker at Parker Torrington Limited, 137 High Street, Gosport, Hampshire PO12 1EA. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.

The first stage of our complaints handling procedure will involve full consideration of your complaint by Mr A Parker as a Director on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Mr Parker's investigation into your complaint, the matter will conclude.

We will consider your complaint as quickly as possible including acknowledging your complaint within 7 days. We will provide you with a full response or, if that is not possible, an update on what is happening with your complaint, within 28 days.

Stage Two

However, if we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure, which is The Property Ombudsman Limited, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP Tel: 01722 333306 Fax: 01722 332296 Email: admin@tpos.co.uk Website: www.tpos.co.uk. If this is the case, then we will formally write to you confirming this.

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Parker Torrington Limited
Chartered Surveyors

Project Management Consultants, Quantity Surveying and Building Surveying Consultants
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