

## MAKING A FORMAL COMPLAINT

Pyments aim to provide our clients with a reliable consistent service and with high quality advice at all times. If, however you are unhappy with the service provided, the below information identifies how you can get in touch with us and the procedures we have in place to deal with your complaint or issue.

As a regulated RICS firm we have in place a Complaints Handling Procedure ('CHP') to enable you to raise issues, and if not satisfactorily resolved, refer same to an independent redress provider. The procedure has two stages. Stage one gives us the opportunity for our appointed complaints officer to review and consider your complaint in full. Our primary aim with any complaint or issue is to find an amicable solution and resolve your complaint to your satisfaction. However, if you are not satisfied with our final response, you may wish to take your complaint to stage two. Stage two provides the opportunity to have your complaint reviewed and considered by an independent redress provider, the details of which are provided below.

### STAGE ONE

If you have a complaint or issue, you can contact our designated complaints officer Tim Hart via telephone, e-mail or in writing to us, using the following;

Mr Tim Hart  
Pyments (Alcester) Limited  
Kinwarton House  
Captains Hill  
Warwickshire  
B49 6HA

Tel: 01789 766 544  
e-mail: [tim.hart@pyments.co.uk](mailto:tim.hart@pyments.co.uk)

If you contact us by e-mail or in writing please can you provide us with full details of your complaint. If we require further information, we will notify you accordingly. If you are notifying of a complaint or issue by phone, please have the details of your complaint available. If initially making a complaint verbally, please also confirm the details in writing to ensure we fully understand your complaint and that it is recorded formally to allow a reciprocate response.

Please provide as much detail as possible including:

- the primary person you have been in contact with,
- what service we were providing,
- where you consider we have failed to meet expected standards, and
- what solution you would ideally like to achieve.

Once we have received your written complaint, we will contact you in writing (by letter or e-mail) within seven days to inform you of our understanding of the circumstances. We shall also invite you to make any further comments in relation to this.

Within twenty-eight days of your written complaint, the above complaints officer will write to you in order to inform you of the final outcome of their investigations and to let you know what actions have been or will be taken.

It is the intention of Pyments to ensure all complaints are resolved via our internal complaint's procedure. Notwithstanding, if you are dissatisfied with the outcome, or wish to pursue the matter further then you may proceed to stage two.

## STAGE TWO

If you are still not satisfied following receipt of our Final Response you have the opportunity to take your complaint to an independent redress provider. There are a number of different providers. In our Final Response we shall identify which redress scheme we feel is appropriate, however below we identify our two main Alternative Dispute Resolution mechanisms to redress complaints.

The RICS Dispute Resolution Service (DRS) provides services to resolve disputes in land, property and construction. This service may be used on a case by case basis with the agreement of both parties. The contact details for the DRS are:

**RICS Dispute Resolution Service, 55 Colmore Row, Birmingham, B3 2AA**

T: 020 7334 3806

E: [drs@rics.org](mailto:drs@rics.org)

W: <https://www.rics.org/uk/products/dispute-resolution-service/>

Alternatively, you may wish to refer the matter to:

**Centre for Effective Dispute Resolution (CEDR), 70 Fleet Street, London, EC4Y 1EU**

T: 0207 520 3800

E: [applications@cedr.co.uk](mailto:applications@cedr.co.uk)

W: [www.cedr.com](http://www.cedr.com)

*We trust this CHP clearly outlines the steps we follow with regards to complaints/issues the options available to you if you are unhappy with our findings. If you have questions regarding this procedure, please send an email to [tim.hart@pyments.co.uk](mailto:tim.hart@pyments.co.uk) and we shall try to assist.*