



STANDARD PROCEDURE FOR COMPLAINTS HANDLING

Bell Watson & Co is committed to providing a quality service to customers but since, from time to time, things can and do go wrong, we have introduced a complaints system to make sure that things are put right as quickly as possible to help us learn from any mistakes.

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. A person has been appointed to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:-

Mrs Louise McCaffrey
Bell Watson & Co
66 Wrawby Street
Brigg
DN20 8JE

2. When your initial complaint is made, we will contact you and do everything possible to sort out matters and find a solution which is acceptable to you.

3. If the matter cannot be resolved, you will be requested to send a detailed written account of your complaint to the relevant person as set out above. Once we have received your written complaint, we will contact you in writing, within fourteen days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.

4. Within a further 21 days of receipt of your written summary, the person dealing with your complaint will write to you in order to inform you of the outcome of the investigation in to you complaint and to let you know what actions have been or will be taken.

5. For consumers who remain dissatisfied with any aspect of our handling of your complaints, then we will attempt to resolve this promptly through negotiations and otherwise agree to enter into mediation with you in accordance with the Property Redress Scheme, 1st Floor, Premiere House, Elstree Way, Borehamwood, WD6 1JH. www.theprs.co.uk. Tel: 0333 321 9418. E: info@theprs.co.uk

7. For commercial customers whose complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Centre for Effective Dispute Resolution, CEDR, 70 Fleet Street, London EC4Y 1EU