HICKS BAKER

2. Procedure for Handling Complaints (Consumers)

This is the procedure, which is made available in written form to clients and persons or organisations in a consumer capacity on request.

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 in this office to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:

   Giles Blagden
   Hicks Baker
   10-14 Duke Street
   Reading
   Berkshire RG1 4RU

   Tel: 0118 959 6144
   Fax: 0118 959 5373
   Email: g.blagden@hicksbaker.co.uk

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.

3. Once we have received your written summary of the complaint, we will contact you in writing within seven 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 twenty-one 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 into your complaint and to let you know what actions have been or will be taken.

5. If you are dissatisfied with any aspect of our handling of your complaint, you should contact:

   Fiona Brownfoot
   Hicks Baker
   10-14 Duke Street
   Reading
   Berkshire RG1 4RU

   Tel: 0118 959 6144

Fax: 0118 959 5373
Email: f.brownfoot@hicksbaker.co.uk

Ms Brownfoot will personally conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review. Alternatively you may proceed directly to independent redress, stage 6 below.

6. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to:-

Property Redress Scheme
Premiere House
1st Floor
Elstree Way
Borehamwood
WD6 1JH
Tel: 0333 321 9418
E-mail: info@theprs.co.uk
Web: www.theprs.co.uk

from whom details of the Scheme may be obtained.

Regulated by RICS