



# MAXEY GROUNDS

## Designated Members:

Alan J Faulkner MSc, MRICS, FAAV, MCI Arb, MNAEA, MARLA

John R Maxey MA(Cantab), FRICS, FAAV

Shirley A Pollard BA, MRICS, FAAV

Paula AV Clarke ANAEA

## Offices at:

22-24 Market Place, March PE15 9JH Tel: 01354 602030

42 High Street, March PE15 9JR Tel: 01354 607100

1-3 South Brink, Wisbech PE13 1JA Tel: 01945 428820

& 01945 428830

COMPLAINTS

HANDLING

PROCEDURE

Regulated by RICS

## WHEN THINGS GO WRONG OR YOU ARE NOT HAPPY WITH OUR SERVICE

The Partners and Staff of Maxey Grounds & Co LLP pride themselves on their professionalism and the level of service that they provide to their Clients and members of the general public. We hope that all Clients will be happy with the level of service they receive. However, if, as occasionally happens, you have encountered any problems, please feel free to raise them with us. In the extreme case of an unresolved complaint, this leaflet sets out the procedure that we will follow in dealing with that complaint.

1. Where you have a complaint regarding the level of service provided to you please speak to the person, by phone or in person, who has been dealing with your work.
  - a. For matters relating to work for which the business is regulated by the Financial Conduct Authority we will accept your complaint verbally, in person or over the phone, and make a record of it, or by letter or email. If this discussion does not resolve your complaint, we will pass this on to Mr J Maxey who has been appointed to deal with complaints. Mr Maxey will acknowledge receipt of your complaint within 5 days and set out our understanding of the circumstances leading to your complaint.
  - b. For matters relating to Property related work, if this discussion does not resolve the complaint and you remain unhappy you will be requested to send a written summary of your complaint, either by letter or email, to Mr J Maxey who has been appointed to deal with complaints. Mr Maxey will acknowledge receipt of your complaint within 7 days and set out our understanding of the circumstances leading to your complaint. At this stage we will invite you to make any comments that you may have in relation to this.

Mr Maxey can be contacted at the following address:

Mr J R Maxey, Maxey Grounds & Co LLP, 22-24 Market Place, March, Cambridgeshire PE15 9JH

Tel: 01354 602030

Email: [jmaxey@maxeygrounds.co.uk](mailto:jmaxey@maxeygrounds.co.uk)

For both business regulated by the Financial Conduct Authority and property related work if for any reason Mr Maxey is not available to deal with the matter it will be handled by another Designated Member in his absence.

2. Mr Maxey will personally conduct a separate review of your complaint and contact you in writing within 21 days of its receipt to inform you, as a final internal response,

of the conclusion of this review, and to let you know what actions have been, or will be, taken.

3. In the unlikely event that the complaint has still not been resolved to your satisfaction you have the right to refer your complaint for independent redress. The body to whom such matter will be referred to will be as follows:

### **Property Related Work**

**For Business Clients** – The RICS Dispute Resolution Service, Surveyor Court, Westwood Way, Coventry CV4 8JE

Tel: 020 7334 3806

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

Web: [www.rics.org/drs](http://www.rics.org/drs)

### **For Consumer Clients – For Property Sales Lettings or Management Related Work**

The Property Redress Scheme, Premier House, 1<sup>st</sup> Floor, Elstree Way, Borehamwood WD6 1JH

Tel: 0333 321 9418

Email: [info@theprs.co.uk](mailto:info@theprs.co.uk)

Web: [www.theprs.co.uk](http://www.theprs.co.uk)

### **For Consumer Clients – For Surveying Services Work**

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

Tel: 020 7520 3800

Email: [applications@cedr.com](mailto:applications@cedr.com)

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

### **Matters related to work for which the business is regulated by the Financial Conduct Authority –**

The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Tel: 0300 123 9 123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Web: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

The FOS require any such referral to be within 6 months of our final response to the client.