

COMPLAINTS PROCEDURE

KIVELLS IS A LIMITED COMPANY REGULATED BY THE ROYAL INSTITUTION OF CHARTERED SURVEYORS WHICH BODY REQUIRES THAT MEMBERS HAVE A COMPLAINTS HANDLING PROCEDURE.

IN THE EVENT THAT YOU HAVE A COMPLAINT FOR WHATEVER REASON WHICH RELATES TO A DIRECTOR OR STAFF MEMBER OF KIVELLS, SET OUT BELOW IS THE PROCEDURE WHICH WE WILL FOLLOW IN DEALING WITH THAT COMPLAINT.

1. You may in the first instance contact the Director of the department where the complaint originates and please find enclosed a list detailing the appropriate person of each of the Kivells' departments. A copy of the Complaints Procedure can be made available in an alternative format and we would advise that you may wish to seek third party advice.
2. Where your complaint is made orally in the first instance you will be requested to send a written summary of your complaint to the Director named overleaf. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.
3. Once your written summary of complaint is received, you will be contacted within three days to acknowledge safe receipt and inform you of our understanding of the complaint you wish us to investigate.
4. We will consider your complaint as quickly as possible and try to resolve the complaint to your satisfaction. We will provide you with a full response, or if that is not possible, an update on what is happening with your complaint, within fifteen days of receiving your written summary. If you are happy with the outcome of the investigation into your complaint, the matter will conclude.
5. If you remain dissatisfied with any aspect of the handling of your complaint then we will attempt to resolve this promptly through negotiation and otherwise agree to enter into mediation with you in accordance with the RICS Dispute Resolution Service for business. Their address is 55 Colmore Road, Birmingham B3 2AA. Alternatively the website is www.rics.org
6. As an alternative, a private individual may use The Property Ombudsman (TPO) in relation to property related matters (the complaint must be referred to TPO within 12 months) or Centre for Effective Dispute Resolution (CEDR) in relation to surveying matters. However, there are limitations on who may use these schemes and we would ask you to check with the appropriate provider first. Their contact details are:-

The Property Ombudsman
Email: admin@tpos.co.uk
Tel: 01722 333 306
Website: www.tpos.co.uk

Make a Complaint – The Property Ombudsman
(tpos.co.uk)

Centre for Effective Dispute Resolution (CEDR)
Consumer Complaints
100 St Paul's Churchyard
London
EC4M 8BU
Email: info@cedr.com
Tel: 020 7536 6000
Website: www.cedr.com

7. If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.



COMPLAINTS PROCEDURE CONTACT LIST

AGENCY

Daniel Stokes Esq (or Mark Bunt if your complaint involves Daniel Stokes)
Kivells
2 Broad Street
Launceston
Cornwall
PL15 8AD
Email: daniel.stokes@kivells.com

LETTINGS

Mark Bunt Esq (or Mark Bromell if your complaint involves Mark Bunt)
Kivells
7 – 8 Bay Tree Hill
Liskeard
Cornwall
PL14 4BE
Email: mark.bunt@kivells.com

PROFESSIONAL DEPARTMENT

Thomas Rattray Esq (or Mark Bunt if your complaint involves Thomas Rattray)
Kivells
Holsworthy Livestock Market
New Market Road
Holsworthy
Devon
EX22 7FA
Email: thomas.rattray@kivells.com

EXETER LIVESTOCK CENTRE

Simon Alford Esq (or Mark Bromell if your complaint involves Simon Alford)
Kivells
Exeter Livestock Centre
Matford Park Road
Exeter
Devon
EX2 8FD
Email: simon.alford@kivells.com

HOLSWORTHY AND HALLWORTHY LIVESTOCK MARKETS

Mark Bromell Esq (or Simon Alford if your complaint involves Mark Bromell)
Kivells
Holsworthy Livestock Market
New Market Road
Holsworthy
Devon
EX22 7FA
Email: mark.bromell@kivells.com

Note: if your complaint relates to the Kivells Partnership, please follow the same Complaints Procedure and the principal contact will be Mark Bunt, Kivells, 7-8 Bay Tree Hill, Liskeard, Cornwall PL14 4BE.