

SCOTT BURRIDGE COMMERCIAL LLP

PROCEDURE FOR COMPLAINTS HANDLING

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

1. In the first instance please contact:

The Managing Partner
Scott Burrige Commercial LLP
Daniell House
Falmouth Road
Truro
Cornwall TR1 2HX

EMAIL: enq@sbcproperty.com
TEL: 01872 277397
FAX: 01872 223342

2. Upon receipt of your complaint the Partner will be appointed to deal with it and you will be notified of their name and contact details.
3. Where your complaint is initially made orally, whether face to face or by phone please also provide us with a written summary of your complaint to the address above. We will acknowledge your written complaint within 3 working days.
4. Once we have received your written summary of the complaint, we shall fully consider your complaint and we will contact you in writing within 15 days of your written summary 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 remain unsatisfied you should contact us again and the matter will be reviewed by another available Partner. We will write to you again within 15 working dates of receiving your request to review our response with our final viewpoint on the matter.

6. If you remain dissatisfied with any aspect of our handling of your complaint, (or more than 8 weeks have elapsed from the first written (email or letter) complaint you can then request for an independent review via a third party redress provider:

- (i) If you are a commercial client (business to business) we will refer you to:

The Centre for Dispute Resolution (CEDR)
The Centre for Effective Dispute Resolution
100 St Pauls Churchyard
London EC4M 8BU

Tel: 02075366060

Email: info@cedr-solve.com

- (ii) If you are a customer (consumer client) redress can be obtained through

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP

Tel: 01722 333 306

Email: admin@tpos.co.uk

Any complaint needs to be submitted to the relevant redress scheme within 12 months of receive our final viewpoint letter, including any evidence to support your case.

SBC Property and Scott Burridge Commercial is the trading name of Scott Burridge Commercial LLP and is a Limited Liability Partnership registered in England and Wales (LLP No. OC358576).

Registered office c/o RRL, Peat House, Newham Road, Truro, Cornwall TR1 2DP.

We use the term partner to refer to a member of Scott Burridge Commercial LLP.