COMPLAINTS HANDLING PROCEDURE

www.shonkibrothers.com/complaints

Shonki Brothers Limited is committed to providing a professional and high-quality service. When something goes wrong, we need you to tell us about it, we'd like the chance to put it right.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

We are a firm that is Regulated by RICS*, we also hold a membership with The Property Ombudsman. Our complaints handling procedure (CHP) is in accordance with both accreditations, and is a two-stage process.

How to Complain

STAGE ONE – Internal Complaints Procedure

If you have initially made your complaint verbally, whether in person or on the phone, you will be required to put your complaint in writing in order to ensure clarity and allow for a full understanding of the complaint.

Address correspondence to:

Mr Kal Sangra, Director,

Shonki Brothers Limited,

85 Granby Street,

Leicester

LE1 6FB

Telephone: 0116 254 3373

Email: info@shonkibrothers.com

Acknowledgement

3 Working Days - we will acknowledge your complaint in writing.

Investigation

15 Working Days - an Office Manager will investigate your complaint fully, reviewing any correspondence and speaking to the staff member involved.

A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.

Final Review

15 Working Days - If at this stage, you are still not satisfied, you can request for your complaint to be reviewed by a senior member of the company.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

Escalation

Independent Redress Scheme

If you are still not satisfied with our final viewpoint (or more than 8 weeks has lapsed since the complaint was first made) then you will have the opportunity of taking your complaint to Stage Two. Requesting an independent review from The Property Ombudsman.

STAGE TWO – Alternative Dispute Resolution (ADR)

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

The Property Ombudsman

Unit 159756,

PO Box 7169,

Poole,

BH15 9EL

Consumers: 01722 333306

Businesses: 01722 335458

www.tpos.co.uk

* A RICS-regulated firm's complaints handling procedure (CHP) is a structured, mandatory two-stage process designed to resolve client complaints fairly and quickly. Under RICS Rules of Conduct, every RICS-regulated firm must publish a clear CHP and maintain a log of all complaints

Please Note:

If you require further information on dispute resolution, or would like to seek clarification outside of our complaints handling procedure, please visit www.rics.org/regulation or contact the RICS Dispute Resolution Service (DRS).

RICS DRS provides a comprehensive range of dispute resolution services across the property, construction, and land sectors. https://www.rics.org/dispute-resolution-service