

## **ROBINSON & HALL LLP COMPLAINTS HANDLING PROCEDURE**

This note sets out our procedure for handling formal complaints.

1. If you are dissatisfied with any aspect of the service provided by the firm or any other aspect of the firm's activities and wish to raise a formal complaint you should send a written summary of your complaint to the Practice Manager, Ian Randall, at Robinson & Hall LLP, Unit 1 Highfield Court, Highfield Road, Oakley, Bedford MK43 7TA or email [ir@robinsonandhall.co.uk](mailto:ir@robinsonandhall.co.uk).
2. We will acknowledge receipt of your complaint within five working days of receipt and provide you with a copy of this Complaints Handling Procedure. The Partner responsible for complaints handling (the Complaints Partner) will be provided with a copy of the complaint and instigate an internal investigation into your complaint.
3. If the conclusion reached from our investigations is that the complaint is vexatious, being clearly unsubstantiated or malicious, the Complaints Handling Procedure will cease and you will be advised accordingly. This does not prevent you pursuing your complaint in accordance with clause 7 below.
4. Within twenty working days of receipt of your complaint, the Complaints Partner will write to you to inform you of the outcome of the internal investigation into your complaint and to let you know what actions we have taken or will take.
5. If you do not accept the outcome of the investigation in 4 above and wish to make further representations you must do so in writing within ten working days of receipt of the letter sent to you in 4 above. If we do not hear further from you within this period we will consider the complaint closed.
6. The Complaints Partner will then review your further representations and respond in writing within ten working days of receipt.
7. If you are still unhappy with the outcome, you may refer your complaint to one of the following:
  - (a) If your complaint is regarding our estate agency, lettings agency or property management services:
 

Property Redress Scheme Premiere House 1 <sup>st</sup> Floor Elstree Way Borehamwood WD6 1JH	t: 0333 321 9418 e: <a href="mailto:info@theprs.co.uk">info@theprs.co.uk</a> <a href="http://www.theprs.co.uk">www.theprs.co.uk</a>
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  - (b) If your complaint is regarding our services other than those in (a) above:
 

Centre for Effective Dispute Resolution International Dispute Resolution Centre 70 Fleet Street London EC4Y 1EU	t: 020 7536 6116 f: 020 7536 6001 e: <a href="mailto:applications@cedr.com">applications@cedr.com</a> <a href="http://www.cedr.com/consumer/rics">www.cedr.com/consumer/rics</a>
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  - (c) If your complaint relates to a matter regulated by the FCA you may refer it to the Financial Ombudsman Service:
 

The Financial Ombudsman Service Exchange Tower London E14 9SR	t: 020 7964 1000 f: 020 7964 1001 e: <a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a> <a href="http://www.financial-ombudsman.org.uk">www.financial-ombudsman.org.uk</a>
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8. We reserve the right to request further information from you in order to properly consider your complaint. If you do not provide such information within a reasonable timescale we will write to you giving you a further ten working days in which to provide the information and if this has not been received by us within this period then we will consider the complaint closed.
9. If the complaint is against or involves the Complaints Partner to a material extent then the Senior Partner will respond instead of the Complaints Partner.
10. If the complainant instigates legal proceedings before the complaints procedure is concluded, the procedure will be immediately terminated.
11. For the purposes of this procedure any written correspondence may be made by email.