

PROCEDURE FOR HANDLING COMPLAINTS

If you have a complaint that you cannot resolve with the Partner responsible for dealing with your instruction, then this note sets out the procedure which we will follow in dealing with that complaint.

You should contact either:

Eirik Robson
CBGA Robson LLP
Lower Ground Floor,
49 Welbeck Street,
London W1G 9XN

Tel: 020 7495 6838
erobson@cbgapm.com

Richard Turner
CBGA Robson LLP
1st Floor, Cavendish House
39 Waterloo Street,
Birmingham, B2 5PP

Tel: 0121 236 3326
rturner@cbgapm.com

Where your complaint is initially made orally, we will write to you confirming our understanding of your complaint and ask you to confirm it is correct before we investigate, or you can send a written summary of your complaint to either Eirik Robson or Richard Turner.

Once a complaint has been received, we will contact you in writing within seven working days to inform you of how we will be investigating your complaint.

Within twenty-eight working days of receipt of your written summary, the person dealing with your complaint will write to you 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. In some instances, your complaint may take longer than this to investigate, if so, we will write to you to inform you of our progress.

If in the case of a consumer complaint the matter has still not been resolved to your satisfaction, we will agree to the referral of your complaint to The Property Ombudsman Ltd (www.tpos.co.uk) and we will comply fully with their rules and procedures.

If in the case of a business-to-business complaint the matter has still not been resolved to your satisfaction, we will agree to the referral of your complaint to The Property Ombudsman Limited, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP.

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