



HENDERSON SETTERFIELD

ALL YOUR PROPERTY NEEDS UNDER ONE ROOF

Complaints Handling Procedure																
Purpose:	To provide a clear structured resolution process for complainants to whom Henderson Setterfield has a Contractual Duty of Care															
Procedure approved by:	Henderson Setterfield Managing Director – Jeremy Parkin															
Administered by:	All departments															
Review Date:	December 2024															
1	<p>If you have cause for formal complaint and the matter cannot be resolved by discussion with your usual contact person, then you should in the first instance refer to the Departmental Head as follows:</p> <table><tbody><tr><td>Lettings:</td><td>Rachel Parkin</td><td>(rachelparkin@hendersonsetterfield.com)</td></tr><tr><td>Block Management:</td><td>Joe Pollard</td><td>(joepollard@hendersonsetterfield.com)</td></tr><tr><td>Accounts:</td><td>Samuel Udeh</td><td>(samuel.udeh@hendersonsetterfield.com)</td></tr><tr><td>Sales:</td><td>Jeremy Parkin</td><td>(jeremy@bradstowe.com)</td></tr><tr><td>Surveying Services:</td><td>Jeremy Parkin</td><td></td></tr></tbody></table> <p>Where your complaint is made orally, you will be asked to send a written summary of the case to the person dealing with it or if you need to escalate the matter then the complaint should be made to the departmental head as shown above. Complaints about staff should be made directly to the appropriate departmental head. All complaints by post should be addressed to the departmental head and addressed to the head office at 133 High Street, Broadstairs, CT10 1NG.</p>	Lettings:	Rachel Parkin	(rachelparkin@hendersonsetterfield.com)	Block Management:	Joe Pollard	(joepollard@hendersonsetterfield.com)	Accounts:	Samuel Udeh	(samuel.udeh@hendersonsetterfield.com)	Sales:	Jeremy Parkin	(jeremy@bradstowe.com)	Surveying Services:	Jeremy Parkin	
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2	If you are unable to put the matter in writing, then you will be asked to clearly and distinctly state the facts, and these will be recorded by the complaint recipient															
3	Written acknowledgement of receipt of complaint will be made within 3 working days and this will detail the recipient's understanding of the complaint															
4	Once we have received your written summary of the complaint, we will contact you in writing within 7*days to inform you of our understanding of your complaint. You will be invited to make any further comments that you may have in relation to this.															

5	Within 15 working days of receipt of the written summary of complaint the handler will write to you informing you of the outcome of investigations and the steps that have been taken to rectify the matter		
6	Within 21* days of receipt of your written summary, the person dealing with your complaint will write to you, 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.		
7	If the complaint remains unresolved or you are dissatisfied with the response, then the matter should be referred in writing to the Managing Director, Jeremy Parkin		
8	<p>If you remain dissatisfied with the outcome of the separate review and it is not possible to resolve the complaint through the in-house complaint handling procedure (or more than 8 weeks has elapsed since the complaint was first made), then you may take the matter up, without charge, with either of the following redress schemes, which have been approved by the Regulatory Board of the Royal Institution of Chartered Surveyors;</p> <table data-bbox="368 949 1362 1196"> <tr> <td data-bbox="368 949 884 1196"> <p>a) The Property Ombudsman Milford House 43-55 Milford Street Salisbury SP1 2BP Tel: 01722 333306 www.tpos.co.uk</p> </td> <td data-bbox="884 949 1362 1196"> <p>b) The RICS Dispute Resolution Service Surveyor Court Westwood Way Coventry CV4 8JE Tel: 020 7334 3806 www.rics.org/drs drs@rics.org</p> </td> </tr> </table>	<p>a) The Property Ombudsman Milford House 43-55 Milford Street Salisbury SP1 2BP Tel: 01722 333306 www.tpos.co.uk</p>	<p>b) The RICS Dispute Resolution Service Surveyor Court Westwood Way Coventry CV4 8JE Tel: 020 7334 3806 www.rics.org/drs drs@rics.org</p>
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9	If both parties agree that mediation is possible then the complaint may be referred to a mediator as an appropriate route to resolution		

* In exceptional circumstances it may not be possible to meet the timescales set out. For example, if the person complained about or the person appointed to deal with the complaint is away from the office due to holidays, illness etc. In such circumstances you will be notified and the timescales will apply from the date when that person returns to their office.