COMPLAINTS PROCEDURE

If you wish to raise a complaint involving professional advice, service or an employee of Hobbs Parker Ventures Limited, the Complaints Procedure set out in this document has been established to try to resolve your complaint as quickly as possible.

1. We have appointed Alex Davies FNAEA MARLA at the above address to deal with your complaint. If you have a question, or if you would like to make a complaint, please don't hesitate to contact him.

2. If you have initially made your complaint verbally - whether face-to-face or over the phone - please also make it in writing, addressed to Alex Davies above. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.

3. The first stage of our complaints procedure will involve full consideration of your complaint by Alex Davies on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Alex Davies investigation into your complaint, the matter will conclude.

4. We will consider your complaint as quickly as possible. We will provide you with a full response, or if that is not possible, an update on what is happening with your complaint, within 28 days.

5. However, if we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints procedure, where you can refer your complaint to one of the following redress services:

For consumer client complaints, you will be directed to The Property Ombudsman. The contact details are: The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9EL tel. 01722 333306 https://www.tpos.co.uk

For commercial client complaints, you will be directed to The Neutral Evaluation Procedure for Surveying Disputes, which is a business-to-business redress mechanism. The contact details for this scheme are: The Neutral Evaluation Procedure for Surveying Disputes, IDRS Limited, 70 Fleet Street, London, EC4Y 1EU. Tel: 020 7520 3800.