

Should, during our contract with yourselves, you have cause to make a formal complaint, we will handle it in the following way:

COMPLAINTS HANDLING PROCEDURE

We would appoint Mr P R Harwood, Director, at Centro Plc, Mid-Day Court, 30 Brighton Road, Sutton, Surrey SM2 5BN to deal with your complaint.

If you initially make your complaint verbally, whether face-to-face or over the telephone, please also make it in writing, addressed to the above providing as much detail as possible. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.

Our Complaints Handling Procedures consist of two stages, as detailed below.

Stage One

The first stage of our Complaints Handling Procedure will involve full consideration of your complaint by Mr P R Harwood, Director, on behalf of the Company. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Mr Harwood's investigation into your complaint, the matter will conclude. The process is as follows;

We will consider your complaint as quickly as possible. We will provide acknowledgement within 3 working days of written receipt of this.

We will review the matter with the relevant member of staff and provide you with a full response within 15 working days of the acknowledgement being issued.

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by another Director.

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

Stage two

If the complainant is still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then he/she can request independent review by The Property Ombudsman without charge. Contact details are as follows Milford House, 43-55 Milford Street Salisbury, Wiltshire SP1 2BP, telephone 01722-333-306, e-mail: admin@tpos.co.uk website: <https://www.tpos.co.uk/consumers>

If, however, you are a person or organisation with whom we deal in a business capacity, then you may pursue your complaint with the RICS Dispute Resolution Service, Surveyor Court, Westwood Way, Coventry CV4 8JE, telephone 020 7334 3806.

