

Lambert Smith Hampton

Complaints Procedure

This procedure sets out how we will deal with your complaint:

1. We have appointed a member of staff to deal with your complaint(s) and you should not hesitate to contact them where required. Their details are set out below;

Contact name address and email

2. Your complaint was submitted [by letter/ email timed at to]. We shall, unless you advise otherwise, treat your [letter/email] as setting out the basis of your complaint.
3. We will contact you in writing within fourteen days to inform you of our understanding of the circumstances leading to your complaint. You may make any comments that you wish in relation to this, although we will not await any such comments before proceeding with our own investigation of your complaint.
4. Within twenty-eight days of the issue of this procedure 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.
5. In the unlikely event that further time is required to conclude our investigation and report we will advise you at the earliest opportunity
6. If you remain dissatisfied with any aspect of our handling of your complaint independent final resolution services are available as follows:

Independent Dispute Resolution Centre, 70 Fleet Street, London EC4Y 1EU or visit:
<https://www.cedr.com/consumer/rics>