

COMPLAINTS PROCEDURE

We very much hope that you will not have cause to make a complaint but if you do wish to complain about any aspect of our service the procedure that Sterling Associates will follow is set out below:-

All work and reports will be prepared with the skill, care and diligence reasonably to be expected.

We will seek to address and resolve any initial complaint by telephone/letter/email/or in person immediately.

Kieran Godkin, Director of the Company, will deal with complaints, and you should not hesitate to contact him in the event of a grievance. If your grievance concerns Kieran Godkin, the complaint should be addressed to Paul Hinton.

If you made a complaint verbally and remain unhappy you should put the complaint in writing. Once we have received your written complain, Kieran Godkin or Paul Hinton will contact you in writing within seven working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you have in relation to this.

Within twenty-one working 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.

If you remain dissatisfied with any aspect of our handling of your complaint then the complainant will negotiate in good faith with:-

Ian Lee, BSc/FRICS
McAndrew Martin Partnership
Trafalgar House
11 Acorn Business Park
Northarbour Road
Cosham, Portsmouth
Hampshire PO6 3TH

Tel: 02392 210340

He will personally conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review.

Any apparent criminal complaint should be reported to the Police and the scheme should be notified. All complaints should be notified to the Accreditation Scheme with details of the outcome and additionally all complaints should be suitably recorded and made available to the scheme on request.

If you are still dissatisfied with the offer to resolve the matter we will refer you to the Ombudsman Services: Property, PO Box 1021, Warrington, WA4 9FE, Tel: 0845 050 8181. We confirm we will co-operate fully in this respect.