

## COMPLAINTS PROCEDURE

KIVELLS IS A LIMITED COMPANY REGULATED BY THE ROYAL INSTITUTION OF CHARTERED SURVEYORS WHICH BODY REQUIRES THAT MEMBERS HAVE A COMPLAINTS HANDLING PROCEDURE.

IN THE EVENT THAT YOU HAVE A COMPLAINT FOR WHATEVER REASON WHICH RELATES TO A DIRECTOR OR STAFF MEMBER OF KIVELLS, SET OUT BELOW IS THE PROCEDURE WHICH WE WILL FOLLOW IN DEALING WITH THAT COMPLAINT.

1. You may in the first instance contact the Director of the department where the complaint originates and please find enclosed a list detailing the appropriate person of each of the Kivells' departments. A copy of the Complaints Procedure can be made available in an alternative format and we would advise that you may wish to seek third party advice.
2. Where your complaint is made orally in the first instance you will be requested to send a written summary of your complaint to the Director named overleaf. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.
3. Once your written summary of complaint is received, you will be contacted within three days to acknowledge safe receipt and inform you of our understanding of the complaint you wish us to investigate.
4. We will consider your complaint as quickly as possible and try to resolve the complaint to your satisfaction. We will provide you with a full response, or if that is not possible, an update on what is happening with your complaint, within fifteen days of receiving your written summary. If you are happy with the outcome of the investigation into your complaint, the matter will conclude.
5. If you remain dissatisfied with any aspect of the handling of your complaint then we will attempt to resolve this promptly through negotiation and otherwise agree to enter into mediation with you in accordance with the RICS Dispute Resolution Service for business. Their address is 55 Colmore Road, Birmingham B3 2AA. Alternatively the website is [www.rics.org](http://www.rics.org)
6. As an alternative, a private individual may use The Property Ombudsman (TPO) in relation to property related matters (the complaint must be referred to TPO within 12 months) or Centre for Effective Dispute Resolution (CEDR) in relation to surveying matters. However, there are limitations on who may use these schemes and we would ask you to check with the appropriate provider first. Their contact details are:-

The Property Ombudsman (TPO)  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
Tel: 01722 333306 (Complaint Enquiries)  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Centre for Effective Dispute Resolution (CEDR)  
Consumer Complaints  
100 St Paul's Churchyard  
London  
EC4M 8BU  
Tel: 020 7536 6000  
Website: [www.cedr.com](http://www.cedr.com)



## **COMPLAINTS PROCEDURE CONTACT LIST**

### **AGENCY, LETTINGS AND PROFESSIONAL DEPARTMENTS**

Mark Bunt Esq

Kivells

7 – 8 Bay Tree Hill

Liskeard

Cornwall

PL14 4BE

(or Mark Bromell if your complaint involves Mark Bunt)

### **EXETER LIVESTOCK CENTRE**

Simon Alford Esq

Kivells

Exeter Livestock Centre

Matford Park Road

Exeter

Devon

EX2 8FD

(or Mark Bromell if your complaint involves Simon Alford)

### **HOLSWORTHY AND HALLWORTHY LIVESTOCK MARKETS**

Mark Bromell Esq

Kivells

Holsworthy Livestock Market

New Market Road

Holsworthy

Devon

EX22 7FA

(or Simon Alford if your complaint involves Mark Bromell)