

Complaints Handling Procedure

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:-

Julian Dyer FRICS
Julian Dyer & Co
Old Black Lion Chambers
11 Market Street
Abergavenny
NP7 5SD
Tel 01873 855551 Fax 01873 852555

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 7 days. If we are not able to give you a full response, we will update you within 28 days.

Stage Two

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers

For Consumer Clients:-

The Property Ombudsman Ltd
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

01722 333 306

www.tpos.co.uk

For Business-to-Business Clients:-

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA
www.rics.org/drs