

## Complaints Handling Policy

If you have a complaint, then this note sets out the procedure which complies with Rule 7 of RICS Regulation's Rules of Conduct for Firms, which we will follow in dealing with that complaint.

1. A person has been appointed in this office to deal with complaints and you should not hesitate to contact the relevant person. Details are set out below: -

Mr A Gardner, BSc (Hons) FRICS FCI Arb  
Managing Director  
Cooke & Arkwright  
7 – 8 Windsor Place  
Cardiff  
CF10 3SX

Telephone: 029 20 346332

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within fourteen 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.
4. Within twenty eight 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.
5. If you are dissatisfied with any aspect of our handling of your complaint, you should contact Mr M A Lawley BSc. FRICS MCI Arb. He is the Cooke & Arkwright Chairman and will personally conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review.
6. Following this and if the complaint cannot be resolved, we will then refer you to an independent redress mechanism which is approved by the RICS Regulatory Board. We shall provide you with full contact details of the relevant redress provider, depending on the nature of the complaint. Briefly, the providers which Cooke & Arkwright uses in such instances and which are approved by the RICS Regulatory Board are the Dispute Resolution Service (for business to business or commercial clients or as an alternative the Centre for Effective Dispute Resolution (CEDR) 70 Fleet Street, London, EC47 1EU) and the Property Redress Scheme (PRS) [info@theprs.co.uk](mailto:info@theprs.co.uk) 0333 321 9418 (for consumer related complaints).

Last Review Date: March 2023  
Next Review Date: March 2024