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Prys Jones & Booth

Chartered Surveyors Auctioneers, Valuers, Land and Estate Agents

D. Prys Jones, FRICS.

I. Prys Jones Bsc. PGDM, MRICS

At Prys Jones & Booth, we are committed to providing a high level of service. If something goes wrong, we want to know so we can put it right. This procedure complies with the RICS Complaints Handling Procedure and ensures fairness and transparency.

Stage 1 – Internal Review

How to make a complaint

- Complaints must be submitted in writing via email or post.
- Please provide full details, including dates, parties involved, and any supporting documents.

Acknowledgment

- We will acknowledge receipt of your complaint within 7 calendar days.

Investigation

- A dedicated complaints handler will investigate your concerns.
- We aim to provide a full written response within 28 calendar days. If more time is needed, we will update you.

Stage 2 – Senior Review

Escalation

- If you are unsatisfied with our response, you may request a review by a senior member of our team.
- We will acknowledge your request within 7 calendar days and issue a final response within 28 calendar days.

Stage 3 – Independent Redress

If, after our internal process, you remain dissatisfied, you can escalate your complaint to one of the following independent redress schemes:

Option 1: The Property Ombudsman (TPO)

TPO is an independent body that provides a free dispute resolution service.

Contact details for TPO:

The Property Ombudsman

Milford House, 43-55 Milford Street, Salisbury, SP1 2BP

Tel: 01722 333 306

Website: www.tpos.co.uk

- You must refer your complaint to TPO within 12 months of our final response.

Option 2: Royal Institution of Chartered Surveyors (RICS)

RICS also provides an independent complaints resolution service.

Contact details for RICS:

RICS Regulation

55 Colmore Row, Birmingham, B3 2AA

Tel: 024 7686 8555

Email: regulation@rics.org

Website: www.rics.org/uk/regulation

Record Keeping

- All complaints and responses will be documented and retained for a minimum of 6 years, in line with RICS regulatory requirements.

This procedure ensures compliance with RICS Complaints Handling Procedure and guarantees fairness, transparency, and access to independent dispute resolution.