

## Parry Land & Property | Complaint Handling Procedure

### CLIENT FEEDBACK & COMPLAINTS

We are committed to providing a professional service to all our clients and customers. If you do not feel you are receiving excellent client service, or that something could be improved, please do tell us about it. This will help us to improve our service going forward and resolve issues as soon as possible. Our Complaint Handling Procedure complies with the regulations of The Royal Institution of Chartered Surveyors (RICS) and is outlined below.

### HOW TO GIVE FEEDBACK OR MAKE A COMPLAINT

Wherever possible it would be helpful if you could discuss any feedback or concerns with the person dealing with your instructions informally first, as they may be able to resolve your concerns without the need for a formal complaint.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

### STAGE 1 – YOUR COMPLAINT

Please put your complaint in writing either by letter or email and address it to: Holly Parry MRICS FAAV, Director, by email to [holly.parry@parrylandproperty.co.uk](mailto:holly.parry@parrylandproperty.co.uk) or by post to The Elms, Oakwood Park Business Centre, Fountains Road, Harrogate, HG3 3BF.

Please include as much detail as possible, outlining all issues you would like considered, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

### STAGE 2 – OUR ACKNOWLEDGEMENT

Your complaint will be acknowledged within seven days of receiving your complaint and we will start our in-house complaints process.

### STAGE 3 – OUR INVESTIGATION

Your complaint will be investigated and Holly Parry MRICS FAAV, Director will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate and outlining our final response. The Final Response will be provided within 15 working days. Please be aware because of the size of the organisation we are unable to provide more than one formal investigation.

### STAGE 4 – THE PROPERTY OMBUDSMAN

Should you remain dissatisfied after receiving our Final Response you can refer your complaint, within 12 months, to:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP  
01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk)

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