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GOLDING YOUNG

Complaints Handling Procedure



Complaints Handling

Why do we offer clients a CHP?

As Golding Young & Mawer are 'Regulated by RICS' this means BETTER REGULATION for us and BETTER PROTECTION for you.

What is a complaint?

Any expression of dissatisfaction.

Our response to complaints.

A senior member of the firm or our designated complaints handler will give consideration.

If the complaint cannot be amicably resolved we will refer this to an independent third party with the authority to award redress.

What is the process?

A senior staff member will deal with you at the point of contact.

In some circumstances they may be able offer an agreed solution.

Where this is not possible, you will be invited to send a written summary BY POST (email or fax will not be responded) of your complaint and details of what remedial action you are expecting.

Submissions are to be received within 7 days of reporting the matter.

Upon receipt of your summary, we will contact you within 7 days to inform you of our understanding of the circumstances that lead to your complaint.

You may be invited to offer further information or comments.

Within 28 days our complaints handler will write to inform you of the outcome of the investigation and to let you know what actions have or will be effected, if any.

Your independent redress. (Private Client Consumers)

If you are not satisfied with the outcome of our complaint handling procedure we offer third party independent redress through the

'The Property Ombudsman' which can be accessed at www.tpos.co.uk

To clarify 'chattels' are now called 'personal property' so this does actually cover auction sales of chattels!

Procedure Explained

Your independent redress.

(Business Clients acting in Commercial Capacity)

If you are not satisfied with the outcome of our complaint handling procedure we offer third party independent redress through the 'RICS Dispute Resolution Service' which can be accessed at www.rics.org .

What if you refuse to use our CHP?

Complainants who are passive, constructive and problem solving are welcome to suggest other methods of resolution by mutual agreement.

Complainants who are aggressive, negative, threatening and demanding will not be tolerated. Any instances of verbal or physical abuse against our staff will affect your position and may result in civil or criminal action.

What if you firstly initiate third party involvement?

Our CHP has been carefully produced with the rights of the consumer being paramount. We take the view that genuine complainants would take advantage of this free process and are encouraged to do so.

However, we take the view that if you choose not to give us the first right to reply before contacting third parties your integrity is compromised.

(eg. Internet Review, Social Media, Trading Standards, RICS, NAVA, SoFAA, etc.)

We would view your actions as hostile.

Our designated complaints handler is

***Colin R Young** MRICS FNAVA ASFAV

*Under certain and exceptional circumstances this may be delegated to another Chartered Surveyor in the firm.

Having to record complaints means that we can share the statistics with you...

Last Year*

Over £3million under the hammer

Over £1million sold online

Over 50,000 lots offered

Minimum of 450 vendor accounts each month

Last 10 years*

Highest annual number of complaints - 14 (fourteen)

Highest value genuine complaint - £65 (Sixty-Five)

Summary

We make errors

We can be perceived to make errors

We get it right most of the time!

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