

## COMPLAINTS HANDLING PROCEDURE (CHP)

Moscrops is committed to providing a professional service to all clients and customers and if something goes wrong we need to know about it. If you have a complaint that you have been unable to resolve satisfactorily with us then please write to us giving as much detail as possible. You can contact us by sending an email to [complaints@moscrops.com](mailto:complaints@moscrops.com) or by writing to us at Moscrops (Complaints), 8 Whetstone Lane, Birkenhead, Wirral, CH41 2QR.

We endeavour to deal with any complaint as quickly as possible however you should be aware that we have up to eight weeks to consider the matter. So that you know what to expect we have summarised the typical stages of reviewing a complaint.

Acknowledgement	<ul style="list-style-type: none"> <li>You will receive an acknowledgement that we have received your complaint within 3 working days.</li> </ul>
Investigation	<ul style="list-style-type: none"> <li>We will investigate the circumstances of your complaint and discuss with the local Office where appropriate.</li> </ul>
Findings	<ul style="list-style-type: none"> <li>We will provide a written summary of our findings within 15 working days of sending you the acknowledgement letter.</li> </ul>
Review	<ul style="list-style-type: none"> <li>If you wish to comment or request a further review you should contact us again.</li> </ul>
Final Response	<ul style="list-style-type: none"> <li>We will then have 15 working days to complete our review at which time we will send you a final written viewpoint on the matter.</li> </ul>

Please note that if an invoice has been issued our fees remain due unless we agree in writing to place the account on hold pending the outcome of the complaint review.

## OMBUDSMAN SERVICE AND ALTERNATIVE DISPUTE RESOLUTION (ADR)

If you are dissatisfied with our conclusion or any aspect of our handling of your complaint you may refer your concerns to an independent body for consideration; typically this will involve neutral evaluation, negotiation, conciliation, mediation, and arbitration.

The body to whom referrals are made will depend on who you are and the nature of the service we have provided; this is explained below. Referrals should be made within 12 months of us issuing our final viewpoint.

You should be aware that the Ombudsman and ADR services do not have the authority to take legal action against us, impose fines or dictate way we conduct our business and referring the matter for review does not preclude you from taking separate legal advice. Matters which are subject to legal proceedings cannot be referred for adjudication.

## WHICH OMBUDSMAN OR ADR SERVICE DO YOU NEED?

If you are unsure which route is appropriate for you we are happy to guide you; for clarification please email us at [complaints@moscrops.com](mailto:complaints@moscrops.com) or write to us at Moscrops (Complaints), 8 Whetstone Lane, Birkenhead, Wirral, CH41 2QR.

### OPTION 1 - FOR CONSUMER CLIENTS

If you are a **CONSUMER** (i.e. a private individual) please follow this route:

The appropriate service for you is **The Property Ombudsman (TPO)** scheme - <https://www.tpos.co.uk/>

- TPO scheme will consider all services that we may have provided including residential sales, lettings, surveys and valuations
- You can find guidance on the complaints handling process on the TPO scheme website which can also be found by following this link – <https://www.tpos.co.uk/images/documents/guidance/TPO-Consumer-Guide.pdf>
- You may write to The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP
- Our registration number with TPO scheme is: R00332

### OPTION 2 - FOR BUSINESS-TO-BUSINESS CLIENTS

If you are a **BUSINESS** (i.e. not a private individual) please follow this route:

You may request the appointment of an Independent Dispute Resolver appointed by the RICS using their **RICS Dispute Resolution Service**.

- Full details of the service can be found on the RICS website - <https://www.rics.org/uk/>
- We can either request this service on your behalf or you may approach the RICS yourself
- If you wish us to request the appointment please contact our office or email [complaints@moscrops.com](mailto:complaints@moscrops.com) or
- The RICS can be contacted at RICS Dispute Resolution Service, 55 Colmore Row, Birmingham, B3 2AA. Tel (0) 20 7334 3806
- Our registration number with the RICS is: 019519