



## **CUSTOMER FEEDBACK & COMPLAINTS**

Dunlop Heywood is committed to a corporate culture that embraces and promotes strong principles of business and professional ethics at every level. Ethical practices are inherent in our values, mission and strategy, and must guide all of our interactions with clients, customers, vendors and employees.

We are therefore committed to the highest levels of client service.

### **Feedback procedures**

Dunlop Heywood appreciates constructive feedback.

If there is anything that you would like to highlight regarding our service or website, please contact us via: Aaron McLeod, Feedback and Complaints, Dunlop Heywood, 3rd Floor, The Chambers, 13 Police Street, Manchester, M2 7LQ. We review all feedback that we receive carefully so please do not hesitate to get in touch and share your thoughts to help us improve.

### **Internal complaints procedures**

Dunlop Heywood takes complaints very seriously and works hard to resolve issues as quickly as possible. We have the following procedure in place to help us resolve your grievance and work towards continually improving our services.

1. If you are unhappy with any element of your experience with Dunlop Heywood, please address it in the first instance with whom you have been dealing with in respect of the matter giving rise to your complaint
2. If you do not feel that is appropriate or if you cannot obtain an explanation satisfying your complaint within 24 hours, please contact: Aaron McLeod, Feedback and Complaints, Dunlop Heywood, 3rd Floor, The Chambers, 13 Police Street, Manchester, M2 7LQ
3. If your complaint was originally made verbally we would be grateful if you could summarise the nature of your grievance in writing.
4. Once we have received your written summary we will acknowledge this in writing and normally within 5 working days to inform you of our understanding of the circumstances leading to your complaint.
5. We shall continue our investigations and normally within 15 working days of receipt of your written summary the person dealing with your complaint will write informing you of the outcome of the investigation and let you know what actions have been taken or that will be taken. In some instances your complaint may take longer than this to investigate, if so we will write to you to inform you of our progress. If you remain dissatisfied with any aspect of the handling of the complaint, we will then attempt to resolve it promptly by negotiation.

If you are dissatisfied with any aspect of the handling of your complaint please contact Mr Aaron McLeod, who will personally conduct a separate review and will contact you within 10 working days to inform you of the conclusions reached by his review. Mr Aaron McLeod, Feedback and Complaints, Dunlop Heywood, 3rd Floor, The Chambers, 13 Police Street, Manchester, M2 7LQ.



### **External complaints procedures / alternative dispute resolution**

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by RICS Regulatory Board. We have chosen to use the following redress providers:

1. If you are a client of Dunlop Heywood, then please note that Dunlop Heywood subscribes to the Centre for Effective Dispute Resolution (CEDR), an independent organisation that assists with the resolution of complaints not satisfactorily resolved between the parties.

Further details can be found via: Centre for Effective Dispute Resolution (CEDR), 100 St. Paul's Churchyard, London, EC4M 8BU. [applications@cedr.com](mailto:applications@cedr.com) / [www.cedr.com](http://www.cedr.com)

2. We are regulated by the Royal Institution of Chartered Surveyors (RICS), and follow the rules, codes, and guidance in the RICS Rules of Conduct For Firms. For clients of Dunlop Heywood who are persons or organisations in a business capacity, we are a member of the RICS Dispute Resolution Service. Further details can be found via [www.rics.org/uk/join/member-accreditations-list/dispute-resolution-service/](http://www.rics.org/uk/join/member-accreditations-list/dispute-resolution-service/)