



ROBERT IRVING BURNS

COMPLAINTS HANDLING PROCEDURES FOR RIB GROUP COMPANIES

RIB Group Companies are committed to providing a high standard of service to all our clients. If something does not go as well as expected, we want to hear about it. If you wish to raise a complaint about our firm or any of its employees, please refer to the procedure outlined in this document below, which explains the steps we will take to address your concerns.

1. In the first instance you should write to the Director, Mr Damien Field, who has been appointed to deal with all company complaints, with full details of your complaint. If your complaint is initially made orally, you will be requested to send a written summary of your complaint by email via Damien@rib.co.uk or write to him at the following address:

Mr Damien Field
Robert Irving Burns Ltd
19 Margaret Street
London
W1W 8RR

2. Once we have received the written summary of your complaint, we will contact you in writing within 3 working days to acknowledge receipt. An investigation will then be undertaken, and you will receive a response to your complaint within 15 working days to inform you of the outcome of the investigation and to let you know what action has been or will be taken.
3. If you remain dissatisfied with the response to your initial complaint you can escalate your complaint to the Managing Director Mr Antony Antoniou who will personally conduct a separate review of your complaint and contact you within 14 working days with our company's final viewpoint. You can email him via antony@rib.co.uk or write to him at the following address: Robert Irving Burns Ltd 19 Margaret, Street, London, W1W 8RR.
4. Should you remain dissatisfied with our company's final viewpoint, you are entitled to refer your complaint to The Property Ombudsman. Details of their complaints procedure and form can be found on their website www.tpos.co.uk along with their Code of Practice and Terms of Reference. Alternatively, you can call them on 01722 333 306 or write to them at the following address:

The Property Ombudsman Scheme
Milford House
43-55 Milford Street Salisbury
Wiltshire
SP1 2BP

You have 12 months from the date of our company's final viewpoint to refer the matter to The Property Ombudsman. Please note The Ombudsman is unlikely to consider your complaint until the above complaints' procedure has been followed.