

MICHAEL ROGERS LLP COMPLAINTS HANDLING PROCEDURE



What is the procedure for making a complaint?

All complaints must be made in writing and must give the name and address of the person or organisation making the complaint.

All complaints should include the following information:

- The area of our service that causes concern.
- The specific details of the issue being complained about; and
- A simple explanation of the reasons for the complaint.

Who should complaints be addressed to?

Complaints should be first addressed to the fee earner who is responsible for the client's instruction. If a client is not satisfied with the response of the relevant fee earner, then the client may send a formal complaint addressed to:

David Smith at:
Michael Rogers LLP
Chapter House, 33 London Road
Reigate, Surrey, RH2 9HZ

Stage 1: Internal complaints procedure

Michael Rogers LLP will acknowledge receipt of complaints within 7 working days.

The complaint will be given full consideration by the appointed person.

Every effort will be made to respond fully to the complaint within 28 days. If the complaint cannot be responded to fully, an update will be given.

If the complaint cannot be resolved, the complainant will be advised in writing that the internal complaints procedure (Stage 1) has been exhausted. Details of the independent redress mechanism (Stage 2) will be included.

Stage 2: Independent redress mechanism

Where stage 1 has been exhausted and the complaint has not been resolved, provision has been made for the complainant to take its case to an independent redress mechanism should they wish to. The independent redress mechanisms used by Michael Rogers LLP is as follows:

For consumers

Ombudsman Services: Property
PO Box 1021, Warrington, WA4 9FE
Tel: 0330 440 1634 or 01925 530 270
Fax: 0330 440 1635 or 01925 530 271
Email: enquiries@os-property.org
Web: www.ombudsman-services.org/property.html

For commercial clients

CEDR Solve (Formerly IDRS)
The International Dispute Resolution Centre,
70 Fleet Street, London, EC4Y 1EU
Tel: 020 7536 6060
Fax: 020 7536 6061
Email: info@cedr-solve.com
Web: www.cedr-solve.com

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