

**John Pye & Sons  
Complaints Handling  
Procedure relating to the  
purchase of Land, Residential  
or Commercial Property**

John Pye & Sons  
James Shipstone House  
Radford Road  
NG7 7EA

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[www.johnpye.co.uk](http://www.johnpye.co.uk)

The Royal Institution of Chartered Surveyors requires that there is a written complaints procedure and this is set out below.

At John Pye Property, we endeavour to provide the highest levels of service. We do however recognise that on occasions things do not go according to plan and in such instances we operate an in house complaints procedure so that our clients may inform us of any issues that they have experienced.

A senior member of the firm is authorised to handle complaints and you should not hesitate to contact either the Property Office Manager or a Director of the firm to discuss any complaint that you may have.

1. Please contact the Property Office Manager Helen Bingley (or her replacement or successor in title), in the first instance. You can do this by letter, email or phone by using the details below:

Address: James Shipstone House, Radford Road, Nottingham, NG7 7EA

Email address: [helen@johnpye.com](mailto:helen@johnpye.com)

Phone number: 0115 970 6060

2. Subject to availability, the Property Office Manager will respond to you in writing within 3 Working Days. For the purposes of this complaint's procedure, a "Working Day" shall be any day other than a Saturday or Sunday or a public or bank holiday in England.

If you do not accept the decision of the Property Office Manager you should refer your complaint to the Head of Customer Service, Leah Wright (or her replacement or successor in title). You can do this by letter, email, phone or fax by using the details below:

Address: James Shipstone House, Radford Road, Nottingham, NG7 7EA

Email address: [leah.wright@johnpye.co.uk](mailto:leah.wright@johnpye.co.uk)

Phone number: 0115 970 6060

Where your complaint is initially made orally, you will be requested to send a written summary of your complaint and provide any other comments that you have in relation to this.

3. Within 10 Working Days of the date of receipt of your written summary, the Administration Director will write to you to inform you of the outcome of the investigation into your complaint and to let you know what (if any) actions have been or will be taken. If a longer period is required to consider your complaint you will be notified in writing with a revised timescale.

If you are still dissatisfied with any aspect of our handling of your complaint, you should contact Trevor Palethorpe, Head of Property & Business Assets and Associate Director, James Shipstone House, Radford Road, Nottingham, NG7 7EA. He will personally conduct a separate review of your complaint and contact you within 15 Working Days of the date of the referral of the complaint to him, to inform you of the conclusion of this review.

4. If the complaint has not been resolved to your satisfaction, then it may be referred to The Property Ombudsman Ltd Milford House, 43-45 Milford Street Salisbury Wiltshire SP1 2BP 01722 333306 <https://www.tpos.co.uk/> or CEDR Resolve <https://www.cedr.com/consumer/rics/submit-a-claim/> +44(0)20 75366116
5. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.
6. You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.