

Our Commitment:

We are committed to providing the highest level of service and concerns raised about the level of our service or any dealings with you are taken seriously. We aim to resolve issues promptly and where appropriate improve our services. If you feel that we have not met the expected standards and wish to raise a complaint in respect of professional advice, our service or an employee of PACT Property & Assets Ltd, the complaints handling procedures set out in this document have been established to address your complaint as quickly as possible

Process:

Complaint Managers: Christopher Price (Director); T: 0117 456 8775
Patrick Downes (Director); T: 01242 399500

Correspondence Address: Phoenix Mill, Phoenix Works, London Road, Stroud, Gloucestershire,
GL5 2BU

1. Your initial complaint should be made to either of the firm's complaint managers. Your complaint may be made either verbally or in writing, but verbal complaints must be confirmed in writing, to the correspondence address noted above. No action will be taken until the written complaint is received. The receiving complaint manager will become the Case Complaint Manager
2. The Case Complaint Manager, or nominated deputy in their absence, will acknowledge your written complaint within five working days of receipt of written complaint, and will commence an internal investigation of the case.
3. A written statement of our findings and/or a statement of further action will then be submitted to the complainant within 15 working days of the date of our acknowledgement of the complaint.
4. If complainants are dis-satisfied with such a response they must reply within 5 working days with a full explanation of the reasons for their dis-satisfaction.
5. If appropriate we will then refer the complainant to our external procedure.

Redress:

If we are unable to satisfy the complainant that their complaint has been rectified, we will use the services of the Centre for Effective Dispute Resolution (CEDR) for Surveying Disputes at 70 Fleet Street, London, EC4Y 1EU. Tel: 020 7536 6116.