



Watts & Morgan LLP – Complaints Handling Procedures

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. A person has been appointed in each of our offices to deal with the initial receipt of complaints, and you should not hesitate to contact the relevant person. Details are set out below:

John D Morgan – Bridgend Residential Sales and Management Departments,
1 Nolton Street, Bridgend, CF31 1BX

Dyfed R Miles – Professional and Commercial Department,
1 Nolton Street, Bridgend, CF31 1BX

Robin L Jones – Agricultural Department,
55a High Street, Cowbridge, CF71 7AE

Richard Morgan - Cowbridge Residential Sales and Management Departments,
55 High Street, Cowbridge, CF71 7AE

Tomos Gould - Penarth Residential Sales and Management Departments,
Washington Buildings, Stanwell Road, Penarth, CF64 2AD

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it. All complaints are forwarded to W Hopkin Joseph, at 1 Nolton Street, Bridgend who is the Complaints Officer for Watts & Morgan LLP and will deal with all matters concerned unless there is a conflict of interest. In this instance the complaint will be dealt with by an appointed Member.
3. Once we have received your written summary of the complaint, we will contact you in writing within seven days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty-one days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.

Redress

In addition to our Complaints Handling Procedure we operate the following redress mechanism approved by the RICS. If you are unhappy with the result of any of the above, as a private individual you may refer your complaint to (a) for matters other than surveying to The Property Ombudsman – details are available from Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. Telephone: 01722 333306 or www.tpos.co.uk, or (b) for surveying matters to CEDR – Telephone: 0207 5366116, or www.cedr.com. For business to business clients, if you are unhappy with any of the above you may refer your complaint to the RICS Dispute Resolution Service (DRS) RICS, Surveyor Court, Westwood Way, Coventry, CV4 8JE Tel: 0207 334 3806.

The Property Ombudsman, The CEDR and the RICS Dispute Resolution Service can only accept a complaint if it is referred to them by the complainant within 12 weeks of the final letter received from Watts & Morgan LLP.

Complaints Log

A complaints log is held centrally at Bridgend Office. Principals and staff are obliged to inform the HR Department and W Hopkin Joseph formally, by email of any complaints made by Clients, the Public or Staff. This is a compliance requirement of the RICS.