



Complaints Handling Procedure

This note sets out the procedure we will follow in dealing with any complaint:

Stage 1

We have appointed Amy Soar, Managing Director, to deal with complaints. If you have a question or if you would like to make a complaint, please do not hesitate to contact:

Amy Soar
Helix Property Advisors Ltd
6 Arne Street
London
WC2E 9FE
Telephone: 020 7317 4648
Email: ajs@helixproperty.co.uk

If you have initially made your complaint verbally – whether face-to-face or on the phone – please also make it in writing, addressed to Amy Soar.

Once we have received your written complaint, Amy Soar will contact you in writing within seven days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.

Within twenty-one days of receipt of your written summary, Amy Soar will write to you, to inform you of the outcome of her internal investigation into your complaint and to let you know what actions we have been or will be taken.

Stage 2

If you are dissatisfied with any aspect of our handling of your complaint, you are entitled to refer your complaint to one of the following two independent redress schemes; of with Helix Property Advisors Limited is a member.

If you are a member of the general public	If you are a business
The Property Ombudsman Services Limited Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP Tel: 01722 333306 www.tpos.co.uk	RICS Dispute Resolution Service Surveyor Court Westwood Way Coventry CV4 8JE Tel: 0207 334 3806