

COMPLAINTS HANDLING PROCEDURE (CHP)-

EDDISONS COMMERCIAL LTD AND
EDDISONS COMMERCIAL (PROPERTY MANAGEMENT) LTD



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

- 1 All complaints will be dealt with by the Financial Director of Eddisons –

James Foster
Eddisons
Toronto Square
Toronto Street
Leeds
LS1 2HJ

Telephone: 0113 209 1087
Fax: 0113 247 1776
Email: James.foster@eddisons.com

Please do not hesitate to contact James Foster by telephone, letter, fax or email.

- 2 If you have initially made your contact verbally, whether face to face or over the telephone, please also make it in writing addressed as detailed above. This is to ensure we fully understand exactly what your complaint is and have a written record of it. Once we have received your written summary of the complaint, we will contact you within fourteen working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you have in relation to this.
- 3 Within twenty eight 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. We will try to resolve the complaint to your satisfaction in which case the matter will conclude.
- 4 If we cannot agree on how to resolve the complaint, then we will attempt to resolve this promptly through negotiation. If we are unable to do so we will move to the second stage of our CHP.
- 5 If you are a consumer we agree to refer the matter to The Ombudsman Services: Property (OSP) without charge. Their website is <http://www.ombudsman-services.org/property.html> Telephone: **0330 440 1634** Fax: **0330 440 1635**.
- 6 If you are a person or organisation complaining in a business capacity, we agree to enter into mediation with you in accordance with the Centre for Effective Dispute Resolution (CEDR) Solve Commercial Mediation Process. Their website is www.cedr.com and their address and telephone numbers are: **International Dispute Resolution Centre, 70 Fleet Street, London, EC4Y 1EU; Telephone 0207 536 6060.**