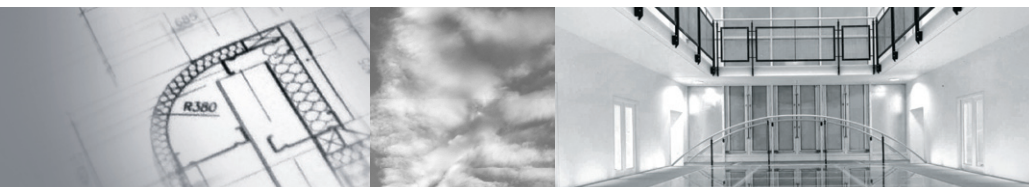


## Complaints procedure



## Complaints procedure

If you have a complaint about Cluttons, this statement sets out the procedures which we will follow in dealing with that complaint.

- Cluttons has five functional Divisions. In the first instance you should contact the head of the Division with which you have been dealing. Details are set out below.

### Commercial

John Wood  
020 7647 7232  
john.wood@cluttons.com

### Middle East

Ian Gladwin  
00 968 24 564250  
ian.gladwin@om.cluttons.com

### Project and Building Consultancy

James Gray  
020 7647 7204  
james.gray@cluttons.com

### Residential Agency

James Hyman  
020 7407 3669  
james.hyman@cluttons.com

### Residential Consultancy

Julian Briant  
020 7647 7034  
julian.briant@cluttons.com

Andrew Forrester

020 7647 7094  
andrew.forrester@cluttons.com

- Where your complaint is initially made orally, you will be asked to send a written (paper or email) summary of your complaint to the person dealing with it.
- Once we have received your written complaint, we will contact you in writing (by post or email) within 10 days to inform you of our understanding of your case. We may also invite you to make any further comments that you may have in relation to this.
- Within 21 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 in to your complaint and to let you know what actions have been or will be taken.
- If you are dissatisfied with any aspect of our handling of your complaint, you should write to Paul Chilton, our Managing Partner, at Portman House, 2 Portman Street, London W1H 6DU (or paul.chilton@cluttons.com - 020 7647 7203). He will personally conduct a separate review of your complaint and will contact you within 14 days to inform you of the conclusion of this review.
- If you remain dissatisfied with any aspect of our handling of your complaint, then we can discuss whether we can agree to go to mediation arranged through the Centre for Effective Dispute Resolution (CEDR) or the RICS or to Early Neutral Evaluation through IDRS Ltd.

- If the complaint has still not been resolved to your satisfaction and you are a private individual then you can refer your complaint to the Ombudsman Service.

Ombudsman Services: Property  
PO Box 102  
Warrington  
WA4 9FE  
[www.os-property.org](http://www.os-property.org)

If you are a business client then you can refer your complaint to the Arbitration Scheme.

Arbitration/Neutral Evaluation Procedures  
for Surveying Disputes  
IDRS Limited  
24 Angel Gate  
City Road  
London  
EC1V 2PT  
[www.idrs.ltd.uk](http://www.idrs.ltd.uk)

### Complaints relating to FSA regulated insurance activities

If your complaint is in relation to an activity of ours that is regulated by the Financial Services Authority (FSA), the above procedure still applies, however we will acknowledge your initial oral or written complaint within 5 business days. We will write to you again within 4 weeks to inform you of our conclusions or to let you know we are still investigating. If necessary, we will write to you again within a further 4 weeks with a final response and/or to give you details of the Financial Ombudsmen Service which you may be able to contact for assistance.

Cluttons LLP is a limited liability partnership in England and Wales under the number OC310771, registered office and head office - Portman House, 2 Portman Street, London W1H 6DU. Regulated by RICS.

June 2011