

BCM LLP (the 'Company') are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Complaints about BCM standard of service

Stage 1- Your Complaint

If you have a complaint about the way the Company operates or the services we provide please put your complaint in writing either by letter or email to the member of staff you have been dealing with. Please include as much detail as possible, including dates, names of other members of staff you have dealt with and where you are able to, enclosing/ attaching any supporting evidence.

Stage 2 - Our Acknowledgement

Your complaint will be acknowledged and we will start our in house complaints process.

Timescale

Within 3 working days of receiving your complaint

Stage 3 - Our Investigation

Your complaint will be investigated by the Partner in charge of the department* who will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate. [*see over page for details]

Timescale

Within 15 working days of receiving your complaint

Stage 4 - Final Viewpoint

If you remain dissatisfied you should contact us again and we will conduct a separate review by the Company Complaints Department:

Complaints Department, BCM LLP, The Old Dairy, Sutton Scotney, Winchester, Hampshire SO21 3NZ email: info@bcm.co.uk

Timescale

Within 15 working days of receiving your request for a further review

Stage 5 - Ombudsman

If our final viewpoint letter does not resolve matters (or 8 weeks has elapsed since the complaint was first made) you can request an independent review from an independent ombudsman

The Property Ombudsman
Milford House
42-55 Milford Street
Salisbury
SP1 2BP
01722 333306
admin@tpos.co.uk
www.tpos.co.uk

CEDR (Centre for Effective Dispute Resolution)
70 Fleet Street
London
EC4& 1EU
020 7536 6116
applications@cedr.com
www.cedr.com

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

BCM Bays Curry McCowen LLP
In-house Complaints Procedure
November 2021

BCM

* As part of Stage 3 - Our Investigation, complaints will be reviewed by the Partner in Charge of the Department as follows:

Department

Estate Management & Client Accounting
Freehold Sales and Purchases
Lettings
Architecture & Design, Planning & Development
Rural Consultancy, Sales, Lettings (Isle of Wight office)
Planning & Development (Isle of Wight office)

Partner in Charge

Alastair Wilson
Henry McCowen
Alastair Wilson
Michael Papps
James Attrill
David Long

Contact Details

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