



## Motis Estates Limited & Motis CS Ltd t/a Motis Estates Complaints Handling Procedure

This note sets out the procedure we will follow in dealing with any complaints.

1. We will immediately refer all complaints to the Manager of Motis Estates, Kris Foster MRICS. If you have a question or if you would like to make a complaint, please do not hesitate to contact him.
2. If you have initially made your complaint verbally, whether face-to-face or on the telephone, please also make it in writing addressed to the Manager.
3. Once we have received your written complaint, the Manager will contact you in writing within 7 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.
4. Within 21 days of receipt of your written summary, the Manager will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken or will take.
5. If you are dissatisfied with the result of the above:
  - a) For residential clients, please refer your complaint to The Property Ombudsman, Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP,
  - b) For commercial clients, please refer your complaint to the RICS Dispute Resolution Service if it falls within the scope of the Scheme. This Scheme is operated by the Royal Institution of Chartered Surveyors,. The address is RICS Dispute Resolution Service, 55 Colmore Row, Birmingham, B3 2AS from whom you can obtain details.

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Directors : Patrick Hutley – David McComb – Kris Foster MRICS

102 Sandgate Road, Folkestone, Kent, CT20 2BW

[www.motis-estates.com](http://www.motis-estates.com) 01303 212020 [sales@motis-estates.com](mailto:sales@motis-estates.com)

Offices also at: Suite 8, Motis Business Centre, Cheriton High Street, Folkestone, Kent, CT19 4QJ