

Brown & Co Complaints Procedure

The following sets out the Brown & Co Complaints Procedure for the benefit of clients:

1. A person has been appointed in each of our offices to deal with complaints and you should not hesitate to contact the relevant person. Details as below –

Office	Name	Address	Tel. No.
Banbury	James North	Castle Link, 33 North Bar Street, Banbury, Oxon, OX16 OTH	01295 273555
Brigg	Robert Meadley	6 Market Place, Brigg, North Lincs, DN20 8HA	01652 654833
Bury	Guy Plenderleith	Angel Corner, 8 Angel Hill, Bury St. Edmunds, Suffolk IP33 1UZ	01284 725715
Caribbean	Asnia Ste Marie	PO Box CP5919, Castries, St Lucia, West Indies	001 7584516151
Huntingdon	Alex Darby	Acre House, 70c High Street, Huntingdon, Cambs, PE29 3DJ	01480 432220
St Neots	Simon Tindle	St Neots Office, Howard House, 17 Church Street, St Neots, Cambridgeshire, PE19 2BU	01480 479078
Grantham	James Black	Granta Hall, Finkin Street, Grantham, Lincs, NG31 6QZ	01476 591991
Holt	Henry Cockerton	1A Market Place, Holt, Norfolk NR25 6BF	01263 711167
Kings Lynn	Rob Hughes	Market Chambers, 25-26 Tuesday Market Place, King's Lynn, Norfolk, PE30 1JJ	01553 770771
Melton Mowbray	Rebecca Lewis	The Bakery, 4 Norman Way, Melton Mowbray, Leicestershire LE13 1JE	01664 502124
Norwich	Edward Plumb	The Atrium, St George's Street, Norwich NR3 1AB	01603 629871
Retford	Jeremy Baguley	29-33 Grove Street, Retford, Notts, DN22 6JP	01777 709112
Spalding	Charlie Bryant	Holland House, 16 High Street, Spalding, Lincs, PE11 1TW	01775 722321
Poland & Romania	Adam Oliver	Sp. z. o o. Ul Zeglarska 31/1, 87-100-Torun, POLAND Strada Gheorgha, Tecuci Jud Galati, 805300, ROMANIA	00447787126700

2. Where your complaint is initially made orally and cannot be resolved immediately, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will aim to contact you in writing within 3 working days to acknowledge receipt and to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Where possible, within 15 working 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.
5. If you are dissatisfied with any aspect of our handling of your complaint, you may wish to refer to: (for residential agency, lettings & management clients) Property Redress Scheme: Premiere House, 1st Floor, Elstree Way, Borehamwood, WD6 1JH, www.theprs.co.uk – tel 0333 3219418; or (for other clients) The Centre for Effective Dispute Resolution 70 Fleet Street, London EC4Y 1EU– www.cedr.com – tel 0207 5366116.