



## **Complaints Procedure - Henry Adams Fine Art Ltd**

If you have a complaint, then this note sets out the procedure we will follow in dealing with that complaint.

- 1.** The Saleroom Manager of the Fine Art Ltd Auction room, Andrew Swain has been appointed to deal with complaints and you should not hesitate to contact that person. Tel: 01243 532223, e-mail: [andrew.swain@henryadams.co.uk](mailto:andrew.swain@henryadams.co.uk).
- 2.** We will then request that you send a written summary of your complaint to him at Baffins Hall, Baffins Lane, Chichester, West Sussex, PO19 1UA.
- 3.** Once we have received your written summary of the complaint, we will contact you in writing within three (3) 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.
- 4.** Within fifteen working (15) 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 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 should contact Mr David Adams, Director at Henry Adams Fine Art, Baffins Hall, Baffins Lane, Chichester, West Sussex, PO19 1UA, Telephone 01243 521831, email: [david.adams@henryadams.co.uk](mailto:david.adams@henryadams.co.uk) who will conduct a separate review and contact you within fifteen working days (15) to inform you of the conclusion of this review.
- 6.** If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the relevant Alternative Dispute Resolution (ADR) body as set out below:

For consumer complaints: CEDR Solve, The International Dispute Resolution Centre 70 Fleet Street, London, EC4Y 1EU. Tel: 020 7536 6060. E-mail: [info@cedr-solve.com](mailto:info@cedr-solve.com) website: [www.cedr-solve.com](http://www.cedr-solve.com).

For business-to-business complaints: RICS Dispute Resolution Service, Surveyor Court, Westwood Way, Coventry, CV4 8JE. Tel: 0207 334 3806. E-mail: [drs@rics.org](mailto:drs@rics.org) website: [www.rics.org/drs](http://www.rics.org/drs)

The complainant has a period of 12 months following the conclusion of point 5 to refer their complaint to the relevant ADR body.

END