

COMPLAINTS PROCEDURE

Our Complaints Policy

We are committed to providing a high quality service to all our clients. When something goes wrong we need you to tell us about it. This will help us to maintain and improve our standards.

Our Complaints Procedure

If you have a complaint, please write to us with the details.

What will happen next?

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details. You can expect to receive our letter within 24 hours but no later than three working days of us receiving your complaint.
2. We will record your complaint in our central register and open a file for your complaint. We will do this within a day of receiving your complaint.
3. We will consider your complaint again, and will send you our detailed reply or invite you to a meeting to discuss the matter. We will do this within ten working days.
4. Following our meeting, we will write to you to confirm what took place and any solutions we have agreed with you. We will do this within five working days.
5. If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. We will do this within five working days of completing our investigation.
6. At this stage, if you are still not satisfied, we will pass your complaint to another Director of the firm who has not been directly involved in the transaction. Following this review, a final written statement will be sent to you expressing the views of the firm and any offer made. This will be done within ten working days.
7. If you are not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge. You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case. Their address is The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP. Tel 01722 333306. www.tpos.co.uk.

