

NAISH ESTATE AGENTS LIMITED.  
3 High Petergate York YO1 7EN. Fax.01904 640067.

## **COMPLAINTS HANDLING PROCEDURE**

We 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 to improve our service going forward and resolve issues as soon as possible.

### **Stage 1 – Submit Your Complaint**

Any formal complaint to us about any aspect of our business should be made in writing to Maryanne Smith (who is a director) at our office, marked “Private & Confidential”. This is to ensure that we fully understand what your complaint is and have a written record of it. If your complaint specifically relates to Maryanne, please address your complaint to James Naish (a director).

Please ensure that your complaint is a comprehensive summary of your concerns, so that your complaint may be dealt with in a logical manner. If you make multiple complaints verbally, by letters, or by emails, we will initially ask you to summarise them into one document. Please feel free to include anything in support of your complaint.

### **Stage 2 – We Acknowledge the Complaint**

We will acknowledge your complaint within 3 working days of receipt (unless Maryanne Smith is away, on holiday for example, in which case it will be acknowledged as soon as possible).

### **Stage 3 – Our Investigation**

Your complaint will be investigated by Maryanne Smith (or James Naish as appropriate), who will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate. Depending on the nature of the complaint, it may be necessary for us to discuss it with our insurers who may wish to have an input. Subject to that, we will address any complaint as comprehensively as possible within 15 working days of receiving the complaint, or let you have an estimated delay in the event that our insurers do wish to become involved.

If you are satisfied with our response, the matter will conclude.

### **Stage 4 – Our Final Viewpoint**

If you remain dissatisfied after receiving our response, you may write and explain why and we will review and investigate your submission, providing a written response within

15 working days of any submission. Ideally we will seek to find resolution with you but, once we have exhausted our investigations, we will inform you in writing that we have reached our final viewpoint on the substance of your complaint.

### **Stage 5 Independent Redress Scheme**

If we cannot agree on how to resolve the complaint to your satisfaction or have delayed providing you with a detailed response under stage 3 within 8 weeks of making the complaint, then you will have the opportunity to take your complaint to the next stage of our complaints handling procedure, which would be for you to refer it to our external redress scheme without charge. The redress scheme would then take matters from there. For external address, we are members of:

#### **The Property Ombudsman**

If you are a consumer (i.e an individual rather than a business) you can refer any complaint about any estate agency related matter (sales or lettings) to The Property Ombudsman. This must be done within 12 months of receiving our final viewpoint letter.

[www.tpos.co.uk](http://www.tpos.co.uk);

Tel 01722 335 458;

Milford House

43-45 Milford Street

Salisbury SP1 2BP.