

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 Matthew Hendry (Managing Director) at our office, marked 'Private and Confidential'. This is to ensure we fully understand what your complaint is and have a written record of it.

If your complaint relates specifically to Matthew, please address your complaint to Jade Hagan (Sales Manager).

STAGE 2 – WE ACKNOWLEDGE THE COMPLAINT

We will acknowledge your complaint within three working days where circumstances allow (e.g. if a member of staff is on holiday, in which case it will be upon their return at the soonest possibility).

STAGE 3 – OUR INVESTIGATION

Your complaint will be investigated by Matthew Hendry (or Jade Hagan as appropriate). They will provide a formal written response addressing your concerns 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 with our response, you may write and explain why and we will review and investigate your submission, providing a written response within 15 days of any submission. Ideally, we will seek to find resolution, but should we exhaust all investigative possibilities, 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;

Tel 01722 335 458;

Milford House

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Salisbury SP1 2BP.