

Complaints and Redress Scheme

Although we will always strive to offer you the highest level of service, we recognise that sometimes you may not be satisfied with the service we deliver for you. In the first instance, we would encourage you to discuss problems verbally and informally with your principle contact within the Company. If this does not resolve your concerns, then the Company's formal procedure can be invoked.

How do I make a formal complaint?

Stage 1 – Manager

If the verbal and informal approach does not satisfactorily deal with your concerns, we ask that you put your complaint in writing to the Manager responsible for the office that deals with the matter about which you wish to complain. If your complaint is about the person, please write to the Company's Directors.

We advise you to keep copies of all correspondence sent to us and notes of any conversations or telephone calls. In order that we can help resolve your concern as quickly and efficiently as possible, we ask you to provide the following information in the letter of your complaint:

- Your name, address and a daytime telephone number on which you can be contacted.
- The name of the individual within the Company with whom you have been dealing.
- A clear description of your complaint, giving concise details of what you believe has gone wrong.
- Details of what you would wish to be put right.

Your letter will be acknowledged within 3 working days of receipt and you will be advised of the timescale for sending a full reply, which will usually be within 21 days. An internal investigation into your complaint will be undertaken and following completion of the same, you will be provided with a full response with details of what actions we have taken or will take.

It is hoped that this response will resolve the matter to your complete satisfaction.

Stage 2 – Director

If your complaint is not satisfactorily resolved by stage 1 above or if you still have concerns, you can request the matter be referred to the Director of the company. A separate review of your complaint will be undertaken and you will be contacted usually within a further 10 days to inform you of the conclusion reached. The response will represent the final viewpoint of the company.

What can I do if I am still not satisfied?

As a matter of final resolution, if you have exhausted our internal complaints procedure, we are regulated by The Property Ombudsman who will consider a formal complaint and give redress. Details about this scheme can be obtained from our office and will always be supplied to you should you have exhausted our internal complaints procedure without satisfaction.