

# Complaints Policy



What can I do if I am not satisfied with the service I have received?

Whilst we are committed to providing a quality service, we acknowledge that on occasions things can go wrong. If we do not meet your expectations and you are dissatisfied in some way, then we wish to know. Most complaints stem from a lack of communication, in that either we misunderstand your instructions or customers misunderstand the service we provide.

In the first instance, we would encourage you to discuss any problems verbally and informally with your principal contact within the company. If this office is the source of your complaint, staff here should be able to help quickly and answer any questions you may have. If this does not resolve your concerns, then the formal complaints procedure can be invoked.

We have adopted a formal two stage procedure to ensure that any complaint is dealt with fairly and that anyone with a grievance is aware of the procedure to follow, thus avoiding any additional frustration. In certain circumstances it is possible to bypass the first stage and complain directly to the Director, although we may decide to refer the matter to the person dealing with the first stage where we consider that to be appropriate. Details of the appropriate persons nominated to deal with each stage of your complaint are shown below.

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 that person, please write to that persons line Manager (The relevant persons being available from the branch upon request). 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 complaint:

- Your name, address and a daytime telephone number on which you can be contacted.
- The name and office location 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 that the matter be referred to a Director. A separate review of your complaint will be undertaken and you will be contacted usually within a further 10 working days to inform you of the conclusions reached. This response will represent the final viewpoint of the company.

What can I do if I am still not satisfied?

If you remain dissatisfied with any aspect of our handling of your complaint, then it may be appropriate for the matter to be referred to an independent third party.

If you are a consumer, you should contact:

The Property Ombudsman

Milford House,

43 - 55 Milford Street,

Salisbury,

Wiltshire

SP1 2BP

Tel No: 01722 333306

Fax No: 01722 332296

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

This is a free service.

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