

In-House Complaints Procedure

We are committed to providing a professional service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We will, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

In the first instance, please discuss the matter with one of our branch staff. Our aim is to deal with your problem sympathetically, fairly, and quickly.

If you feel that the matter is not being resolved to your satisfaction, please ask to speak to the Branch Partner, who will try to resolve the matter on the day you raise your complaint, although whether this is possible will depend on the nature of the complaint.

If you feel our response does not resolve the matter to your satisfaction, we ask that you make an official complaint in writing addressed to the Branch Partner, including as much detail as possible. We will then respond in line with the timeframes set out below.

Please consider that the total official time to consider your complaint is 8 weeks. If we have not resolved it within this time you may refer your complaint to The Property Ombudsman.

What will happen next?

- We will send you a letter/e-mail acknowledging receipt of your official complaint within 3 working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the Branch Partner, who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a more senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter and enclosing a copy of The Property Ombudsman Consumer Guide.

If you remain dissatisfied, or more than 8 weeks have elapsed since the complaint was first made, you can contact The Property Ombudsman to request an independent review without charge.

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Please note the following; you will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure first, before being submitted for an independent review.

