

COMPLAINTS HANDLING PROCEDURE

Our Complaints Policy

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

If you have a complaint, please raise your concerns in writing providing full details including:

- Your full name and preferred contact details;
- The file reference number or property address relating to the matter which has given rise to your complaint;
- Details of your concerns / grievances / complaints where you feel that Emsleys Estate Agents have failed to act properly; and
- The outcome you hope to achieve as a result of your complaint.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care officer, Donna Wray, who will review your matter file and speak to the member of staff who is dealing with your matter.
3. Donna Wray will then invite you to a meeting to discuss and hopefully resolve your complaint. She will normally do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Donna Wray will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, Donna Wray will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 18 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another Director, Andrew Greenwood, to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can contact The Property Ombudsman about your complaint at Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP (Tel: 01722 333 306; Website: www.tpos.co.uk).

Any complaint to The Property Ombudsman must be made within 12 months of the date of our final written response on your complaint. For further information, you should contact The Property Ombudsman or consult their website.

If we have to change any of the timescales above, we will let you know and explain why.