



## **IN-HOUSE COMPLAINTS PROCEDURE**

In order to maintain a high level of service for our customers we endeavour to handle all complaints swiftly, in accordance with our internal complaint's procedure. Our customers are important to us, and we believe you have the right to a fair and courteous service at all times.

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.

Please be assured that, once in receipt of your complaint, we will deal with it promptly, effectively and in a positive manner, as set out below. Should we prove unable to resolve that matter internally, to your satisfaction, you may wish to refer the matter to The Property Ombudsman, the consumer redress scheme to which we subscribe. However, before such action is taken, we are required to attempt to resolve the matter internally, follow the procedure set out below:

- 1) All complaints must be submitted, in writing to the Branch Partner (Sales) or Branch Lettings Manager concerned, or the relevant department head.
- 2) We will acknowledge receipt of your complaint within 3 working days.
- 3) We will then investigate your complaint before providing you with a full written response within 15 working days of receipt of the complaint. If we are unable to resolve the matter within 15 working days, we will provide you with reasons why we could not meet this timeframe and provide you with an estimate of when a full response will be received.
- 4) If you remain dissatisfied, you must let us know within 10 working days of receiving our full written response. The matter will be referred to our Head Office, where it will be dealt with by a senior member of staff from this point forward. You will receive our final response within 15 working days.
- 5) If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

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

Useful contact details:

The Property Ombudsman. Tel: 01722 333 306, email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

[Make a Complaint - The Property Ombudsman \(tpos.co.uk\)](https://www.tpos.co.uk)

Dan Frogley – Lettings Director [Dan.Frogley@chartersestateagents.co.uk](mailto:Dan.Frogley@chartersestateagents.co.uk)

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Suzanne Diamond – OME Retention Director [Suzanne.Diamond@chartersestateagents.co.uk](mailto:Suzanne.Diamond@chartersestateagents.co.uk)

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