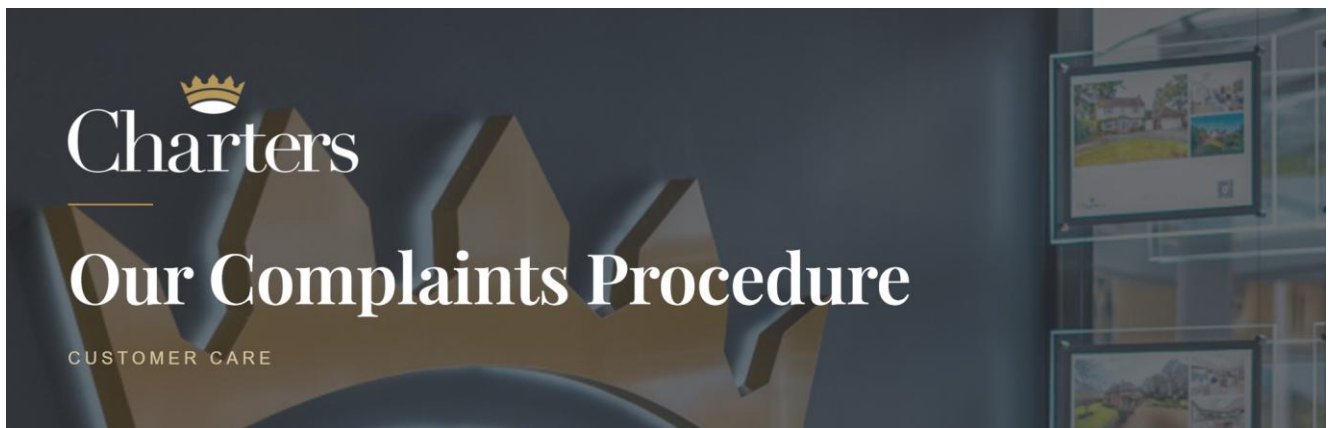




We take every concern seriously. This document sets out the five stages of our complaints process, what we will do at each stage, and the timescales you can expect from us.

01 Raise Your Complaint

All complaints should be submitted in writing to:

customercare@chartersestateagents.co.uk

Please include:

- your name and contact details
- the property address (where applicable)
- details of your complaint
- what outcome you are seeking

Timescale: we will acknowledge receipt of your complaint within 3 working days.

02 Investigation

Your complaint will be reviewed by the appropriate manager, who will investigate the circumstances and speak with those involved where necessary.

If additional time is required, we will explain why and provide a revised timescale.

Timescale: we aim to provide a full written response within 15 working days.

03 Request a Review

If you remain dissatisfied with our response, you may request that the complaint is reviewed. Please notify us within 10 working days of receiving our response, explaining why you remain dissatisfied and providing any additional information you wish us to consider.

Your complaint will then be reviewed independently by a senior manager who has not previously been involved in handling the matter, where possible.

Timescale: notify us within 10 working days of our response.

04 Final Internal Review

If, following the review, you still believe your concerns have not been resolved, your complaint may be escalated for a final internal review by a Director or another suitably senior member of the business. This final review will consider:

- whether our complaints procedure has been followed correctly;
- whether all relevant evidence has been considered;
- whether our final position remains appropriate.

Timescale: we aim to issue our Final Viewpoint Letter within 15 working days of this escalation.

05 The Property Ombudsman

If you remain dissatisfied after receiving our Final Viewpoint Letter, or if more than 8 weeks have passed since you first raised your complaint, you may refer the matter to The Property Ombudsman, free of charge.

Complaints must normally be referred within 12 months of receiving our Final Viewpoint Letter. The Property Ombudsman expects all complaints to have completed our internal complaints procedure before accepting a referral.

The Property Ombudsman

Telephone	01722 333 306
Email	admin@tpos.co.uk
Website	www.tpos.co.uk