



PROPERTY
SOURCING
COMPLIANCE

[YOUR COMPANY NAME] FORMAL COMPLAINTS PROCEDURE

As a [Your Company Name] client you can expect a first class service from us and we aim to provide it. We have high standards, but if you believe we have made a mistake, please get in touch with us as soon as possible and we will do everything we can to put it right.

We are also subject to the rules of [Ombudsman Name Registered With]. In general terms this gives Clients' who are unable to resolve a complaint against us, the right to have this reviewed by an independent body – [Ombudsman Name Registered With].

We hope that our complaints procedure will resolve any complaint without the need for you to contact [Ombudsman Name Registered With]. Please note that the Ombudsman will not investigate your complaint before you have completed our complaints procedure and received a letter or email from us giving our 'Final View point'.

Below are the steps in our complaints procedure. At every stage we promise to listen, to do everything we can to resolve the problem and to make sure you are happy with the way we do it.

OUR COMPLAINTS PROCEDURE

If you have a problem relating to the service you have received, please discuss this at the earliest opportunity with one of our members of staff. Our aim is to deal with the problem sympathetically, fairly and quickly.

A Director has been appointed in our office to deal with complaints, and you should not hesitate to contact the person shown below:

Name

[Your Company Name Here]

Company details

COMPLAINTS PROCESS

Step One – Initial Complaint

Where your complaint is initially made verbally, you will be requested to send a written summary of your complaint to the person dealing with it; this is necessary to assist with the matter being investigated within the company.

A letter of acknowledgement will be sent to you within 3 working days. It will outline our understanding of your complaint and offer you the opportunity of having a meeting with the person dealing with your complaint, at a mutually acceptable time, day and location. You may also be asked for additional information for a full and thorough investigation to be undertaken to assist in resolving the matter.



PROPERTY
SOURCING
COMPLIANCE

Step Two – Outcome Letter

In all but exceptional cases, the appointed Director will fully investigate your complaint and a formal written outcome of the investigation will be sent to you within 15 working days of receipt of the original written complaint. You will be asked to inform us in writing if you are still unhappy with the outcome within 14 days.

If you are not happy with the outcome, you can request in writing that your case be reviewed internally by another Director. This review will be thorough and a 'Final View Point Letter' will be sent to you within 5 working days of receipt of your request for the review.

Step Three – Final View Point Letter

If you request an internal review of the outcome of the investigation into your complaint, a receipt of the appeal letter will be sent within 3 business days and will provide details of the person handling the appeal.

This review will be thorough and a 'Final View Point Letter' will be sent to you within 5 working days of receipt of your request for the review. You will be asked to inform us in writing if you are happy with the outcome.

Step Four - The Property Ombudsman

After you have received the Final Review Point Letter from the nominated Director, you may approach [Ombudsman Name Registered With] if you are still not satisfied with the response given. Details of how to do this are contained within the 'final viewpoint' letter.

Please note that you must contact [Ombudsman Name Registered With] within 12 months of the date of the final letter. [Ombudsman Name Registered With] will not consider your complaint until our internal complaints process has been completed.

You are, however, entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.

[Ombudsman Name Registered With] consumer guide can be found online at [Ombudsman website URL]

The Ombudsman contact details:

[Full contact details of your ombudsman

Name

Address

Tel

Website:

email:



PROPERTY
SOURCING
COMPLIANCE

[Ombudsman Name Registered With] will consider your complaint, taking into account any points made by you, and [Your Company Name Here]. The Ombudsman may however, refuse to investigate a complaint when your issue refers to something that happened more than 12 months before you complained in writing to the Member Agency, or you referred your complaint to the Ombudsman more than 12 months after you received the Member Agency's 'Final View Point' Letter.

The Ombudsman's Office may try to settle the dispute by agreement between you and [Your Company Name Here]. If this is unsuccessful, [Ombudsman Name Registered With] will consider all the relevant factors and make a decision according to what they believe to be fair in all the circumstances.

[Ombudsman Name Registered With] will send his decision to you and [Your Company Name Here]. You can accept or reject this decision. If you reject [Ombudsman Name Registered With] decision, it will lapse and you are free to do as you wish. If you wish to take legal action, you can do so. Your legal rights will not have been affected by [Ombudsman Name Registered With] decision.



tina@propertysourcingcompliance.co.uk



www.property sourcing compliance.co.uk



01200 441802