



In house complaint procedure

Our commitment is to deliver a professional service to all our clients and customers. We value your feedback, especially when things don't go as planned, as it helps us enhance our standards.

We are dedicated to making reasonable accommodations when necessary for consumers who may face disadvantages due to factors like age, infirmity, disability, lack of knowledge, limited linguistic or numeracy skills, economic circumstances, bereavement, or non-English speaking backgrounds.

If you have a concern, we kindly request that you put it in writing, providing as much detail as possible. We will promptly respond in accordance with the specified timeframes below. If you believe we haven't adequately addressed your complaint within eight weeks, you have the option to refer your complaint to the Property Ombudsman for consideration, even before we provide our final viewpoint on the matter.

1. All written complaints will be recorded at the time they are made. It is recommended that all complaints should have a written reply.
2. All written complaints will be acknowledged promptly within 24 hours, but no later than 3 working days, together with a commitment to send a formal written outcome of the complaint investigation to the complainant within 15 working days of receipt of the complaint.
3. In the event that the complainant remains dissatisfied, further information will be given as to how the complainant can take his or her complaint further internally. This should provide the opportunity for a speedy, separate and detached review of the complaint.
4. Following the conclusion of the in-house review, a final written information as to how the matter can be referred to the Ombudsman will be passed onto the complainant. The referral to the Ombudsman must be made within six months of the date of the final viewpoint letter.
5. It should be borne in mind that complainants will be able to refer the matter to the Ombudsman if the agent has failed to conclude their investigations within eight weeks from the time when the complaint was first received.