

Complaints Handling Procedure

This Complaints Handling Procedure tells you how we will deal with your complaint and how long it is likely to take. It also provides important information about what you can do if you are not happy with the way in which we are dealing with your complaint, or about our final decision.

Designated Complaints Handler

If you have any concerns about our service, our work, or our charges, you should discuss these first with the individual who has day-to-day control of your matter.

If this person cannot satisfactorily address your concerns and you wish to make a complaint, please contact our Designated Complaints Handler Joanne Bury.

You can write to her at **Suite 12, Manor Court Salesbury Hall Road, Ribchester, Preston, PR3 3XR** or send an email to info@fbestateagents.co.uk

Step One: Acknowledging your Complaint

Within three working days of receiving your complaint, your complaint will be recorded in our Complaints Register and a separate file will be opened in which we will store any correspondence and other documents relating to your complaint. Within three working days we will also send you a letter acknowledging your complaint.

Step Two: Investigating your Complaint

Within fifteen working days of receiving your complaint, we will review your matter and any other relevant documentation and send you a letter telling you how we propose to deal with your complaint. Examples of what we might say in this letter are as follows:

- If your complaint is straightforward we might make suggestions as to how we can put things right or we may offer you some form of redress;
- If your complaint is more complicated we might ask you to confirm, explain or clarify any issues;
- We may ask to meet with you to discuss things face-to-face and we would hope to be in a position to meet with you no longer than fourteen working days after first receiving your complaint. If you would prefer not to meet, or if we cannot arrange this within an agreeable timescale, we will write to you fully setting out our views on the situation and making suggestions as to how we can put things right, or asking you to confirm, explain or clarify any issues. Within three working days of any meeting, we will write to you again to confirm what took place and to confirm any offer of redress that we have made.

Whichever form our investigation takes, we will aim to give you our final decision within eight weeks of receiving your complaint (or sooner if possible).

Step Three: Appealing against our Final Decision

If you are not satisfied with our final decision, please let us know and we will review our decision again. We will let you know the result of any appeal within five working days of receiving your appeal.

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Step Four: The Property Ombudsman

If you are still not satisfied, you can then contact The Property Ombudsman about your complaint provided you do so within 12 months of the end of our Internal Complaints Handling Procedure.

Ordinarily, you cannot use The Property Ombudsman unless you have first attempted to resolve your complaint using our internal Complaints Handling procedure, but you will be able to contact The Property Ombudsman if:

- The complaint has not been resolved to your satisfaction within eight weeks of first making the complaint to us; or
- The Property Ombudsman decides that there are exceptional reasons why The Property Ombudsman should consider your complaint sooner, or without you having to use our internal Complaints Handling Procedure first

The Property Ombudsman Contact Details

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

01722 333 306

admin@tpos.co.uk

www.tpos.co.uk