Customer complaints procedure

We are committed to delivering the highest level of service, but if something does go wrong, we aim to work swiftly and fairly to put it right.

By letting us know when you have a problem, we can work with you to understand what's happened. This easy-to-use guide tells you how to make us aware of your views so that we can address any concerns you may have, quickly and professionally.

HOW DO I REPORT A COMPLAINT?

The first thing you need to do is contact us and let us know what part of our service you are unhappy with. You can report your concerns to us by phone, in writing by post, or you can send us an email.

We will aim to resolve any issues immediately, however if this is not possible then your concerns will be escalated to a manager who will investigate the matter.

Emily Trewhella-Clark

C/O The Stables, 23b Lenten Street

Alton, GU34 1HG

Phone: 07305907669
Email: emily@etcproperty.co.uk

WHAT HAPPENS NEXT?

When we receive your complaint, we will:

- Send you a written acknowledgement within three working days, this will outline who is responsible for investigating the issues raised.
- Collate as much information as possible and liaise with the various departments involved to establish all the facts.
- Send a detailed response within fifteen working days, informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns, you will receive a written explanation for the delay.

ESCALATING THE COMPLAINT

Let us know if you feel your complaint has not been fully addressed. Your concerns will be acknowledged within three working days of receipt and your complaint will be re-reviewed by a senior staff member.

Where possible, a final response will be issued within fifteen working days. If we are unable to respond to you within this timescale, we will contact you to let you know when we anticipate a resolution, and inform you of your right to appeal to a third-party.

CONFIDENTIALITY

All complaints are kept confidential and will be dealt with fairly. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed.

CONTACTING OUR INDEPENDENT REDRESS SCHEME

If you are not satisfied with the outcome issued within our final response, we advise that you contact our independent redress scheme.

An independent redress scheme is a free, independent body set up to resolve disputes between consumers and businesses—that have not been resolved internally. Their decisions are binding on both parties.

WHEN TO CONTACT

Independent redress schemes will only review complaints that have concluded with a final response from the agent, or if eight weeks have elapsed since the complaint was first made.

The Property Ombudsman

Membership number: T13574
The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL
Phone: 01722 335458
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

You must refer your complaint to the Redress Scheme within 12 months of our final response.

CONTACTING PROPERTYMARK

Propertymark are the leading professional body for the property sector. They will investigate complaints against their members where evidence points to a breach in their Conduct and Membership Rules—this can lead to a disciplinary hearing.

In some cases, complaints may be resolved without a hearing, in which case you will be notified of the outcome in writing. If there is sufficient evidence to proceed, a disciplinary hearing will be held before an independent tribunal panel.

Visit their website for more information
propertymark.co.uk/professional-standards/complaints
01926 496 791 | complaints@propertymark.co.uk

CERTIFIED AND ACCREDITED BY propertymark

THE PROFESSIONAL BODY FOR THE PROPERTY SECTOR

INSURANCE COMPLAINTS

If your complaint relates to insurance, it will be dealt with separately to ensure compliance with regulation rules. Any insurance-related matters will be acknowledged within five working days and can be reported by phone, post, email, or you can pop into your local branch and talk to one of our advisors.

Whilst we will endeavour to respond as soon as possible, please allow up to eight weeks for a final response. If we are unable to respond fully within four weeks of receiving your complaint, we will provide an update. Following our final response, if you are unhappy with the outcome, you can refer the matter to the Financial Ombudsman Service:

Financial Ombudsman Service
Exchange Tower, Harbour Exchange Square
London, E14 9SR

complaint.info@financial-ombudsman.org.uk
08000 234 567 | financialombudsman.org.uk

You need to follow our complaints procedure before referring your complaint to the Financial Ombudsman Service. You must also contact them within six months of receiving our final response.

Emily Trewhella-Clark Limited iis registered in England and Wales under company number 16871573.
Registered Office: The Stables, 23b Lenten Street, Alton, Hampshire, England, GU34 1HG