

## Clarkes Estates Complaints procedure

Complaints procedure - Information for Customers This is our customer complaints procedure which allows us to handle any issues or concerns effectively and wherever possible as soon as they are raised.

We are a member of The Property Ombudsman Service (TPOS). We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

**1. Stage One** – Ideally all complaints should, in the first instance be directed to the Manager you have been dealing with. Your complaint will be acknowledged by letter or email within **3 working days**, enclosing a copy of this procedure. The Manager will endeavour to resolve your complaint as soon as possible, and if possible on an informal basis, usually no later than five working days from when they first received notification of the issue. Whilst we try to resolve all complaints quickly and with a positive outcome, you may choose to move straight to Stage Two of this procedure if you wish and put your complaint formally in writing at outset for it to be dealt with by a Director.

**2. Stage Two** - If you remain dissatisfied, or wish to move straight to this Stage Two, you may further your complaint in writing. This will be dealt with by a senior member of staff who has not been directly involved in the transaction, usually the Managing Director Mr Paul Clarke. If the complaint is about Mr Clarke it will always be dealt with by an alternate Director who is not involved in the case. Your letter will be acknowledged by letter or email enclosing a copy of this procedure within **3 working days**. We will then investigate your complaint. This will involve a full review of your complaint, including how it has been handled to date, which may include further investigations into the background of your concerns.

**Within 15 working days** of receipt of your complaint letter, the person dealing with it will detail their findings and recommendations in a written response to you. If you are not satisfied with the response, and entirely at your option, you can contact us again to appeal the matter and we will arrange for a separate review to take place by another Director. This 'appeal' is entirely at your option, and you may move straight to Stage Three if you wish to do so. We will write to you within **15 working days** of us receiving your request for an appeal review, confirming the outcome of the review. Our written response to your complaint will constitute our final viewpoint on the matter.

**3. Stage Three** - After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS) to request an independent review. Details of how to do this will be contained within the final viewpoint letter alongside a link to The Property Ombudsman Service (TPOS) consumer guide at [www.tpos.co.uk](http://www.tpos.co.uk).

**4. You can contact** The Property Ombudsman at: The Property Ombudsman Ltd **33** The Clarendon Centre, Salisbury Business Park, Dairy Meadow Lane, Salisbury SP1 2TJ Tel: 01722 333 306

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 12 months of the date of the final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure has been exhausted.