

## **Wills & Smerdon Complaints Policy & Procedure**

Wills & Smerdon is committed to providing an excellent quality service to all customers. We welcome all feedback from customers so we may continue to improve the level of service we provide. We also appreciate positive commentary to applaud the excellent customer service which all our staff aim to deliver.

If you consider that our service falls below that which you would wish, we would very much hope that you will discuss this with the Director of the firm James Harper as the problem arises. Although we try to provide a first class service, there can be times when you become concerned and we would wish to be advised immediately so that we can reassure you and take any necessary course of action.

We recognise that most concerns can be resolved informally and dealt with swiftly. James Harper will endeavour to make himself available at the earliest possible time to facilitate the airing of any such concerns, orally, by letter or e-mail to [james@willsandsmerdon.co.uk](mailto:james@willsandsmerdon.co.uk), or by an informal meeting to resolve matters, should the customer prefer.

If a customer's concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

### **Formal Complaint Procedure**

In the first instance, you should write as soon as possible to James Harper at Wills & Smerdon, 6 Station Parade, East Horsley, Surrey KT24 6QN.

Within 5 working days of receipt, we will acknowledge the formal complaint in writing, respond within a stated period of time, deal reasonably and sensitively with the complaint and take action where appropriate.

### **The Complainant's responsibility**

The complainant must explain the concern as clearly and as fully as possible, bring any complaint to the firm's notice within 8 weeks of the issue arising, allow a reasonable time for the matter to be dealt with and recognise that in some cases, circumstances may be beyond that of Wills & Smerdon's control.

### **Final Stage**

In the event of the complainant not being satisfied with the firm's internal procedure, then one should direct the complaint to The Property Ombudsman, Milford House, 43 – 55 Milford Street, Salisbury, Wiltshire SB12BP.