

Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If you have a complaint, we need you to tell us about it to help us to improve our standard of service.

Please find below our complaint's procedure:

1. We have appointed Mr Robert Bloomfield MRICS to deal with complaints. If you have a question or if you would like to make a complaint, please don't hesitate to contact him at our King's Road office, Melton Mowbray. If the complaint concerns Mr Bloomfield directly, or if Mr Bloomfield is unavailable, your complaint will be referred to another partner.
2. If you have initially made your complaint verbally – whether face-to-face or on the phone – please also make it in writing, addressed to Mr Bloomfield, or failing him, Mr Harry Baines, at our King's Road office.
3. Once we have received your written complaint, Mr Bloomfield or Mr Baines will contact you in writing within seven days. If we are at all in doubt at this stage about the nature of your complaint, we will give you our understanding of your case and invite you to make any further comments that you may have in relation to this.
4. Within 28 days of receipt of your written complaint or any such further comments, he will again write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have taken or will take.
5. If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, feel free to contact Mr Simon Allam, Senior Partner, at the Estate Office, Stoke Rochford, Grantham, who will personally conduct a separate review of your complaint and contact you within 28 days to inform you of the conclusion of this review.
6. If you remain dissatisfied with any aspect of our internal handling of your complaint and/or separate review, then we can discuss whether the matter can be referred to the Property Redress Scheme (PRS).

Note - PRS only deals with complaints by consumers, not by businesses.