

Complaints Procedure

We are committed to providing you with the highest level of service possible, but sometimes things can go wrong. By letting us know when you have a problem, we can work with you to understand what's happened and put it right. We aim to deal with any concerns you may have, quickly and professionally.

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

Angela Marden Estate Agents
Unit 3
North Street
Hailsham
BN27 1DN
01323 818000
angela@angelamarden.co.uk

What happens next?

1. We request that all complaints are put in writing in the first instance to Angela Marden.
2. All written complaints will be acknowledged within 3 working days.
3. A formal written outcome of our investigation will be sent to the complainant within 15 working days of receipt of the original complaint.
4. If the timescale needs to be extended beyond this time limit the complainant shall be informed in writing with an explanation provided.
5. If the complainant remains unsatisfied the complainant is invited to write a brief letter requesting the complaint to be referred to another person who is not already involved. They will then carry out a further review and their findings will be sent in writing to the complainant within 15 working days.
6. Following our investigation, a **FINAL** report will be sent to the complainant including any offer, if made. This letter will also include how to refer the complaint onto The Property Ombudsman and that such a referral must be made within 12 months of the final review.
7. For your immediate information we belong and adhere to **The Property Ombudsman** who can be contacted on 01722 333306 between the hours of 9 – 4:30 Monday to Friday excluding Bank Holidays.

55 Milford Street, Salisbury SP1 2BP