

Complaints Procedure Policy

What can I do if I am not satisfied with the service I have received?

David Bailes Property Professionals are committed to providing a quality service, we acknowledge that on occasions things can go wrong. If we do not meet your expectations and you are dissatisfied in some way, then we wish to know. Most complaints stem from a lack of communication, in that either we misunderstand your instructions or customers misunderstand the service we provide.

In the first instance, we would encourage you to discuss any problems verbally and informally with your principal contact within the company. If this office is the source of your complaint, staff here should be able to help quickly and answer any questions you may have. If this does not resolve your concerns, then the formal complaints procedure can be invoked.

We have adopted a formal two stage procedure to ensure that any complaint is dealt with fairly and that anyone with a grievance is aware of the procedure to follow, thus avoiding any additional frustration. In certain circumstances it is possible to bypass the first stage and complain directly to the Senior Business Manager, although we may decide to refer the matter to the person dealing with the first stage where we consider that to be appropriate. The complaints procedure and relevant persons being available from the branch upon request.

How do I make a formal complaint?

Stage 1 – Manager

If the verbal and informal approach does not satisfactorily deal with your concerns, we ask that you put your complaint in writing to the Manager responsible for the office that deals with the matter about which you wish to complain. If your complaint is about that person, please write to that person's line Manager (The complaints procedure and relevant persons being available from the branch upon request). We advise you to keep copies of all correspondence sent to us and notes of any conversations or telephone calls.

In order that we can help resolve your concern as quickly and efficiently as possible, we ask you to provide the following information in the letter of complaint:

- Your name, address and a daytime telephone number on which you can be contacted.
- The name and office location of the individual within the company with whom you have been dealing.
- A clear description of your complaint, giving concise details of what you believe has gone wrong.
- Details of what you would wish to be put right.

Your letter will be acknowledged within 3 working days of receipt and you will be advised of the timescale for sending a full reply, which will usually be within 21 days. An internal investigation into your complaint will be undertaken and, following completion of the same, you will be provided with a full response with details of what actions we have taken or will take. It is hoped that this response will resolve the matter to your complete satisfaction.

Stage 2 – Senior Business Partner

If you remain dissatisfied, you may then further your complaint, which must be in writing, to a Senior Business Partner responsible for the Branch in question. You must write to them within one month of receiving the Branch response. The Branch Manager can supply you with the details of the appropriate person. They will acknowledge your complaint within three working days of receipt

of your letter and provide you with a full written response within 15 working days. This response will represent the final view point of the company.

What can I do if I am still not satisfied?

If you remain dissatisfied with any aspect of our handling of your complaint, then it may be appropriate for the matter to be referred to an independent third party. The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.

The Property Ombudsman
Milford House,
43 - 55 Milford Street,
Salisbury,
Wiltshire
SP1 2BP

Tel No: 01722 333306
Fax No: 01722 332296
www.tpos.co.uk

This is a free service.