

Clarke Hillyer Ltd. Customer Complaints Procedure

If you have a complaint against the company in regard to any issue for the service provided, you should follow the procedure set out below.

Any complaint must be notified in writing (which includes email), although any initial details can be taken by telephone call, detailing the nature of the complaint in regard to the service provided.

We will send written acknowledgement within 3 working days and Clarke Hillyer Ltd. will then fully investigate the complaint. We will undertake to provide a formal written outcome of our investigation within 15 working days of receiving the original complaint, although if we are unable to comply with this timescale for any reason we will advise you within this period. (A delay may occur where a further inspection may be necessary and access may not be possible within the time frame). We will then provide you with our final viewpoint.

The Department Manager (or nominated Deputy) will address promptly queries arising out of recent work undertaken by the Department and keep the client or customer informed of developments and endeavour to reach a satisfactory resolution.

If you remain unsatisfied with the resolution of your complaint, or the matter involves a financial settlement, the details may be passed to the Managing Director who will be responsible for the handling of material claims against the company and for the handling of any complaints and claims not satisfactorily resolved by the Department Manager. Any financial settlement agreed upon, will be remitted promptly.

All complaints and claims will be judged and dealt with in a manner likely to bring the matter to a satisfactory conclusion in the interest of the client or customer.

In cases where the complaint involves a member of the Royal Institution of Chartered Surveyors (RICS) for survey and valuation issues, or for property management, and is not satisfactorily resolved by the first two stages above, the complainant has the right to refer the matter after more than 8 weeks has elapsed from the initial complaint, to:

The Property Ombudsman, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP

Tel: 01722 335458 Web: www.tpos.co.uk email admin@tpos.co.uk Membership Number: D01160

Clarke Hillyer Contact Details

Managing Director: Nigel Wilson

Director, Survey & Professional: Christian Dadd

Director, Commercial and Residential Agency: James Langrish-Smith

Residential Management: Gina Bishop

Commercial Management: Nigel Wilson

Block Management: Nicholas Parojcic

Address: Unit 2 Buckingham Court, Rectory Lane, Loughton, Essex, IG10 2QZ

Telephone: 020 8502 8911 e-mail: office@clarkehillyer.co.uk

Please Note

You will need to submit your complaint to The Property Ombudsman within 12 months of our final viewpoint. Our in-house procedure must be followed before complaints can be submitted to The Property Ombudsman for independent review.