



**COMPLAINTS
PROCEDURE**

Complaints

Sinclair Estate Agents are members of the National Association of Estate Agents and the Royal Institute of Chartered Surveyors and as such are committed to providing the highest standards of service to all clients. We subscribe to the Property Ombudsman's code of practice and to ensure that clients' interests are safeguarded, a complaints procedure is in place.

This provides for the matter to be dealt with internally in the first instance and, in the event that we are unable to resolve the matter to your satisfaction, by reference to The Property Ombudsman, or in the case of commercial clients, the RICS Dispute Resolution Service.

- If you believe you have a complaint, please put it in writing. This is to ensure that we fully understand exactly what your complaint is and have a written record of it. Please write to the Manager at the appropriate office. Addresses are provided below:

Shepshed and Sileby Offices

Mr Peter Harding
Sinclair Estate Agents
15 High Street
Sileby
Leics LE12 7RX

Coalville Office

Mr Alexander Lallo
Sinclair Estate Agents
3 Belvoir Road
Coalville
Leics LE67 3PD

Lettings Department

Ms Rhiannon Roulston
Sinclair Estate Agents
9 The Bull Ring
Shepshed
Leics LE12 9PZ

- Your complaint will be acknowledged in writing within 3 working days of receipt of your letter and investigated in accordance with our established 'in-house' procedures. A written reply detailing the outcome of the investigation will be sent to you within 15 working days of receipt of your letter. In the event that the investigation requires longer, a written explanation will be given with an extended timescale.
- If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by our Managing Director. Please write to the Managing Director within 15 working days of the date you receive the outcome of the initial investigation, at the address below:

Mr Enzo Lallo
Sinclair Estate Agents
9 Bull Ring
Shepshed
Leics LE12 9PZ

- A written reply detailing the outcome of your review and expressing our final viewpoint will be sent to you within 15 working days of your written review request.

However if we cannot agree on how to resolve the complaint, you are at liberty to take the matter to the final stage of the complaints procedure by referring to the independent redress schemes provided by The Property Ombudsman for consumer clients, and the RICS Dispute Resolution Service for commercial/business clients. You have 12 months from our final view on the matter to take things further. Addresses are as follows:

Consumer Clients

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

t: 01772 333306

Commercial/Business Clients

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE

t: 020 7334 3806