



PELHAM JAMES

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Complaints Procedure – Pelham James

We are committed to providing a professional service to all our clients and customers and we conduct our business procedures in accordance with The Property Ombudsman's Code of Practice for Residential Estate Agents.

We understand that sometimes things can go wrong and if they do, we are committed to resolving problems and continuing to improve our standards.

Our complaints procedure outlined below ensures that concerns will be addressed by our team as quickly and efficiently as possible.

In-house Complaints Procedure

1. **Initial Contact:** Please contact the team member you have been dealing with directly to discuss your concerns or complaints. Contact can be made by telephone, email, or in person at our office. Our contact information is displayed in the footer of this document.

Please provide as much detail as possible about the nature of the complaint and any relevant documentation or evidence.

2. **Formal Complaint:** If the initial contact does not resolve your concerns to your satisfaction, please submit a formal complaint in writing to our Operations Manager Samantha Fletcher (sam@pelhamjames.co.uk). Your complaint will be acknowledged in writing within 3 working days.
3. **Investigation:** Pelham James will conduct a full and thorough investigation. This will involve reviewing relevant documents, speaking to team members involved and gathering additional information as needed. We will keep you informed of progress and any proposed resolutions.
4. **Response:** A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the formal complaint. We will provide you with our findings, any actions taken, proposed resolutions and further steps you can take if you are not satisfied with the outcome.
5. **Escalation:** If you are not satisfied with the response from our Operations Manager, you can escalate your complaint to our Managing Director David Croke (david@pelhamjames.co.uk). You will receive a final view letter within 15 working days, or a time frame specified at the time.
6. **Further Escalation:** If you are still not satisfied after the escalation stage of our in-house complaint procedure you can request an independent review from The Property Ombudsman without charge. The Property Ombudsman scheme provides consumers and property agents with an alternative dispute resolution service.

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through our In-house Complaints Procedure, before being submitted for an independent review.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
admin@tpos.co.uk
www.tpos.co.uk

3 SADDLER'S COURT
OAKHAM, RUTLAND LE15 7GH
STAMFORD: 01780 437 360
RUTLAND: 01572 497 070
E: team@pelhamjames.co.uk
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