

# When things need sorting out...

## Lettings customer complaints procedure

We strive to ensure that the process of letting a property either as a Landlord or as a Tenant runs as smoothly as possible. However we understand that occasionally things may not always go according to plan. With this in mind, we have a rigorous process to ensure any issues that may arise are resolved in a satisfactory manner.

All our team members take customer satisfaction very seriously and we will endeavour to resolve the matter as quickly and as professionally as possible.

## Our customer care process

### Branch discussion

Any initial dissatisfaction can be brought to the attention of the Branch Manager or your Property Manager, either by visiting your local branch, by phone or via email. The Branch Manager or Property Manager will do everything they can to resolve the matter as effectively as possible, involving the people who know you and your transaction best.

### Making a formal complaint with our Customer Care Team

If you feel that your issues have not been dealt with or resolved to your satisfaction, you can refer the matter to our Customer Care Team who are on hand to help deal with any formal complaints.

**This team are not affiliated with any specific branch or brand, and will therefore review your complaint independently of the branch or Property Management Centre.** They will investigate what has occurred, and put a plan in place to ensure you remain supported throughout your transaction, keeping you fully informed at various stages of your complaint.

Your complaint will be acknowledged within 3 working days and responded to within 15 working days of us receiving. Feedback is shared with the Senior Management team so that lessons can be learnt and reviews undertaken, this ensures that as a business we are meeting all of our customers' needs and expectations.

#### **You can contact this team at:**

Email: [Customercare@countrywide.co.uk](mailto:Customercare@countrywide.co.uk)

Phone: 0161 233 8231 (Monday to Friday from 9am – 5:30pm)

Post: Customer Care Team, Countrywide House, Lake View Drive, Annesley, Nottingham NG15 0DT

### The right to appeal

If you remain dissatisfied by the response received by our Customer Care Team, then you have the right of appeal, meaning a separate and detached review of the complaint by a different member of the team not directly involved with the original investigation. You are able to make us aware of this at the contact details above. You will again receive an acknowledgement within 3 working days and full response within 15 working days of us receiving this.

## Insurance complaints

If you have any concerns relating to insurance, these will be dealt with separately to ensure we comply with the relevant regulatory rules. You will be sent a separate written acknowledgment of any insurance-related matters within five working days. You can tell us about any insurance issues in writing to:

**Customer Relations Department,  
Cumbria House,  
16-20 Hockliffe Street,  
Leighton Buzzard,  
Bedfordshire LU7 1GN**

If you prefer you may telephone on **01525 244 504** or visit your local branch. Alternatively, you may forward details of your dissatisfaction by email to

**CustomerRelations@connells.co.uk**

Your complaint will be fully investigated by a member of the Customer Relations Department Mortgage Services team. Regulations allow us up to eight weeks in which to issue a final response, but we will aim to respond to you much sooner than this. If we are unable to respond fully within four weeks of receiving your complaint, we will update you and explain the reason for this.

If you are unhappy with our final response, you have the option of referring the matter to the

**Financial Ombudsman Service (FOS).**

### **The contact details for the FOS are as follows:**

Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London E14 9SR

**W** [www.financial-ombudsman.org.uk/contact-us](http://www.financial-ombudsman.org.uk/contact-us)  
(To make a complaint)

**T** 0800 0234 567 (Helpline)

### **Other contact details:**

**E** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**T** 0300 1239 123 (calls to this number cost no more than calls to 01 and 02 numbers)

**T** (18002) 020 7964 1000 - Calls using Relay UK.

**T** +44 20 7964 0500 - Call this number if you are calling from abroad. FOS will be happy to phone you back if you're worried about the cost of calling us.

**T** 020 7964 1000 - FOS switchboard

## Referral to The Property Ombudsman

We genuinely hope that all concerns can be settled amicably between us. However, if you remain dissatisfied you can seek redress through The Property Ombudsman who provide a free, independent service for dealing with any unresolved disputes.

Please note that The Property Ombudsman will not consider your complaint until you have completed our internal complaints procedure. Any referral to The Property Ombudsman must be made within 12 months of the date of our final response.

### **Contact details are:**

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

**Phone:** 01722 333306 (Monday – Friday 9am – 4.30pm excluding bank holidays)

**Email:** [admin@tpos.co.uk](mailto:admin@tpos.co.uk) | **Website:** [www.tpos.co.uk](http://www.tpos.co.uk)