When things need sorting out...

Lettings customer complaints procedure

We are committed to providing you with the highest standards of service. However, there may be occasions when our service falls short of your expectations. This easy-to-use guide is designed to help you make us aware of your views so we can address your concerns. To ensure your maximum protection, our complaints procedure has been designed to meet the requirements of all the regulatory authorities that control our business.

We can help

In the first instance, we would always suggest that you speak with the Branch Manager or the Lettings Support Centre Manager. They will know you and your transaction and will want to help resolve any issues you may have, quickly and efficiently.

However if you feel you need to make a formal complaint, please tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. Putting your complaint in writing helps us to ensure we have understood all your issues and concerns, which in turn ensures we are in a position to conduct a thorough investigation.

Please tell us about your complaint in your own words. We know tools like ChatGPT can be helpful, but AI-generated complaints can sometimes make it difficult for us to understand what happened and lack appropriate context. We may need to ask clarifying questions, which can cause a delay in the process before we are able to fully respond.

You can do this by writing to:

Customer Services Centre
C/O Connells
1st Floor, 907 Walsall Road
Great Barr
Birmingham
West Midlands B42 1TN

If you prefer you may telephone on **0121 357 3143** or visit your nearest Sequence branch. Alternatively, you may forward full details of your dissatisfaction by email to: **lettingsadministration@sequencehome.co.uk**

- Your concerns will be considered by a manager within the residential lettings team, who will investigate the matter
- We will send you written acknowledgement within three working days
- You will be told, in the written acknowledgement, who is to be responsible for investigating the issues raised
- Where possible you will receive a detailed response within fifteen working days of our acknowledgement of your complaint
- If further time is required to investigate your concerns, then you will receive a written explanation for any delay
- If we do not hear from you within a further eight weeks from our response we will assume the matter has been addressed and close our file
- Should you have concerns in the meantime please contact the member of staff whose name appears on the letter of acknowledgement

Still unhappy?

- After receiving our response, if you feel your complaint has not been fully addressed please let us know
- Your letter will be acknowledged within three working days of receipt
- Your concerns will be considered by a different member of the residential lettings team who has not been involved in the initial determination
- A final response will be issued where possible, within fifteen working days of the acknowledgement of your request for a further review. If we are unable to respond within fifteen working days, we will inform you of when we anticipate answering your concern and informing you of your right to appeal to a third party

What happens next?

We are committed to ensuring all complaints are fully and fairly addressed. We respect your right to take any unresolved complaint to an appropriate third party for dispute resolution. Therefore in our final response, we will signal that we have come to the end of our internal complaints procedure and that you may now progress your issues to our Alternative Dispute Resolution (ADR) entity which is The Property Ombudsman.

Their details are as follows:

The Property Ombudsman
Unit 159756,
PO Box 7169
Poole, BH15 9EL

T 01722 333 306
E admin@tpos.co.uk
W www.tpos.co.uk

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 acknowledgement 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@sequencehome.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

Wwww.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

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

Please note:

You should refer the matter forward as soon as possible after receiving our final response, but always within twelve months of the date of our letter. You will need to complete our internal complaints procedure before you raise your concerns with the Ombudsman.

If you wish to refer your complaint to the Financial Ombudsman Service you will need to do so within 6 months of the date of our final response, and you will need to have followed our complaints procedure (as outlined here) before you are eligible to do that.

Sequence is a national network of estate agents trading under well-known local names:

- Allen & Harris
- Bagshaws Residential
- Barnard Marcus
- Barnfields
- Brown & Merry
- Crofts
- Fox & Sons
- Holroyds
- Jones & Chapman
- Knight Partnership
- Manners & Harrison
- Roger Platt
- Shipways
- Swetenhams
- Tylers
- Walmsley
- William H Brown

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