

HAMPTONS CUSTOMER CARE PROCEDURE

Hamptons strives to ensure that the process of buying, selling and letting is as smooth as possible. However, in what can be a stressful transaction, occasionally things may not always go according to plan. With this in mind, we have a rigorous process to ensure any grievances that may arise are resolved as quickly as possible.

All Hamptons employees take customer satisfaction very seriously and we will endeavor to resolve the issue professionally and as quickly as possible.

Branch Investigation

When you contact your local branch by phone or in person, your complaint will be dealt with as effectively as possible and we will try to resolve issues at branch level, involving the people who know you and your transaction best.

Logging your Complaint with our Customer Care Department

If you feel that your complaint has not been dealt with/resolved to your satisfaction, the Customer Care Department at our Head Office would like to know about it, so that we can ensure it is resolved in a timely manner.

Please write (by letter or email) outlining the specific details of your complaint to:

Hamptons Customer Care Department
5th Floor, 6 Ramillies Street, London, W1F 7TY

Email: customercare@hamptons.co.uk
Tel: 020 7758 8421

Regional Director Review

On receipt of your letter of complaint, the Customer Care Department will acknowledge your letter within 3 working days. An experienced member of the department will undertake an impartial investigation into your concerns and respond to you within 15 working days from the date receipt of your written complaint. If further time is required, you will receive a written explanation for any delay during the 15 working day time-frame.

Final Senior Review

If you remain dissatisfied by the response received, a final senior review can be conducted by a senior member of Head Office.

To request a Senior Final Review of your complaint, please write (by post or email) to the Customer Care Department highlighting the areas you feel have not been responded to and any action you wish to be taken.

We will acknowledge your letter or email within three working days and escalate your complaint to a senior member of Head Office who will then respond to you within 15 working days from the date of your written complaint. If we do not hear from you within a further eight weeks from the date of our response we will assume the matter has been addressed and we will close our file.

Referral to Trade Organisations

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

The Property Ombudsman will not consider your complaint until you have exhausted our internal procedure.

Any referral to The Property Ombudsman must be made within 12 months of the date of our Senior Review letter.

Their details are as follows:

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

www.tpos.co.uk/consumers/make-a-complaint/

admin@tpos.co.uk

Should you wish to discuss your complaint with the TPO, please call 01722 333 306.

NOTE: This procedure does not apply to mortgages or insurance services that you have received from Hamptons. If you have a complaint in relation to these services, please contact the Customer Care Department for further information as to the relevant procedure.

Sales: Hamptons is a trading name of Countrywide Estate Agents Limited, Registered in England Number 00789476. Registered Office Witan Gate House, 500-600 Witan Gate West, Milton Keynes, MK9 1GF.

Lettings: Hamptons is a trading name of Hamptons Estates Limited, Registered Office Witan Gate House, 500-600 Witan Gate West, Milton Keynes, MK9 1GF. Registered in England Number 02036215. Hamptons Estates Limited is a member of and covered by the ARLA Propertymark Client Money Protection Scheme. Hamptons Estates Limited is an agent and subsidiary of Countrywide Estate Agents Limited, Registered in England Number 00789476, Registered Office: Witan Gate House, 500-600 Witan Gate West, Milton Keynes, MK9 1GF. Countrywide Estate Agents Limited is an appointed representative of Connells Group Principal Services Limited which is authorised and regulated by the Financial Conduct Authority FRN 301684. VAT number 500 2481 05.