

Cumbrian Properties

Estate & Letting Agent

In-House Complaints Procedure

1. Cumbrian Properties ELA Ltd, (a Member of the Property Ombudsman) aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by the relevant branch manager and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.
2. If you believe you have a complaint, please write in the first instance to:
Sarah Davidson
Cumbrian Properties ELA Ltd
2 Lonsdale Street
Carlisle
CA1 1DB
3. Your complaint will be acknowledged within 5 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.
4. 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 Director at the address given below:

Cumbrian Properties ELA Ltd
2 Lonsdale Street
Carlisle
CA1 1DB

5. In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to The Property Ombudsman. You can do so at the address below:

Unit 159756
PO Box 7169
Poole
BH15 9EL

We will submit our file to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.

