SNELLERS
ESTATE AGENTS

CUSTOMER COMPLAINT PROCEDURE

We value the opinions of our customers and clients and are committed to providing a professional service at all times. If something does not go as well as expected we want to hear about it. In line with The Property Ombudsman's Code of Practice our complaint handling procedure is outlined below:

1. In the first instance you should write to the Manager/Director of the office, giving full details of your complaint. Once your complaint has been received, we will acknowledge receipt within 3 working days. An investigation will then be undertaken and you will receive a response to your complaint within 15 working days.

2. If you are not satisfied with the response given by the Manager/Director, or the matter remains unresolved, you can escalate your complaint to the Managing Director for our company final viewpoint. You can email them via md@snellers.co.uk or write to them at the following address:

Snellers
3 Park Road
Teddington
TW11 0AP

A final investigation will be undertaken at this point and a written response will be sent to you within 15 working days detailing our company's final viewpoint.

The Property Ombudsman requires that any complaint should be addressed through our Complaints Procedure prior to being submitted to them for their independent review.

3. If you remain dissatisfied with our company's final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge. Details of their complaints procedure and form can be found on their website www.tpos.co.uk along with their Code of Practice and Terms of Reference. Alternatively, you can call them on 01722 333 306 or email them at admin@tpos.co.uk.

You have 12 months from the date of our company final viewpoint to refer the matter to The Property Ombudsman. If you require any further details of the complaints procedure please do not hesitate to contact our Customer Relations department.

Customer Relations Team
info@customerrelationsteam.co.uk
020 8614 6165