



PYGOTT & CRONE COMPLAINT'S PROCEDURES

(In accordance with RICS minimum standard procedure for complaints handling)

"If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint".

1. If you have a complaint arising from your dealings with Pygott & Crone which you are unable to conclude with the local branch/department manager you should not hesitate to contact the relevant person below, who has been designated to deal with complaints:-

For complaints about residential sales – Kevin Scrupps
For all other complaints - Andrew Bland

Both at Pygott & Crone, Lindum House, 23 Northgate, Sleaford, Lincolnshire, NG34 7BX
Tel: 01529 404254.

Mr. Scrupps or Mr. Bland may appoint another Director or a senior member of staff to investigate and deal with your complaint.

2. Where your complaint is initially made verbally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will contact you in writing within fourteen days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. Within twenty-eight days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
5. If you are dissatisfied with any aspect of our handling of your complaint then we will attempt to resolve this promptly through negotiations, and otherwise agree to enter into mediation with you:-
 - i. For domestic complaints in relation to non-estate agency related work by reference to the Ombudsman Services: Property, P O Box 1021, Warrington, WA4 9FE. Email: enquiries@os-property.org. Website: www.os-property.org
 - ii. For domestic complaints in relation to estate agency work by reference to The Property Ombudsman.
 - iii. For Non-domestic complaints in relation to any other work by reference to the Centre for Effective Dispute Resolution (CEDR).

There is no charge to private consumers under either of the Ombudsman Services.