CLIENT COMPLAINT'S PROCEDURE

(In accordance with RICS minimum standard procedure for complaints handling and guidance provided by The Property Ombudsman)

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FOR ESTATE AGENCY AND PROPERTY LETTINGS

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.
If you have a complaint, please put it in writing, including as much detail as possible to the relevant Branch/Department Manager. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaint within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will acknowledge receipt of your complaint in writing within 3 working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office branch manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter/email.
- If, at this stage, you are unable to conclude your complaint with the local branch/department manager and are still not satisfied, you should contact us again and we will arrange for a further review to take place by a senior member of staff. In this instance, please write to Mr Kevin Scrupps at Pygott & Crone, 19 Southgate, Sleaford, NG34 7SU.
- We will respond in writing to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Unit 159756, PO Box 7169, Poole, BH15 9EL.
01722 333 306
www.tpos.co.uk

For Corporate Clients please contact:

Centre for Effective Dispute Resolution (CEDR)
70 Fleet Street, London, EC4Y 1EU

Please note the following:
You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.
The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.

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FOR ALL OTHER PROFESSIONAL SERVICES

If you have a non-residential estate agency or lettings related 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: -

William Downing at Pygott & Crone, 19 Southgate, Sleaford, NG34 7SU.

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

- 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.

- Once we have received your written summary of the complaint, we will contact you in writing within 14 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.

- Within 28 days of receipt of your written summary, the person dealing with your complaint will write to you; 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.

- 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 mediation with you: -

For domestic and non-domestic complaints in relation to non-estate agency related work by reference to

The Property Ombudsman Ltd
Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP
01722 333 306
www.tpos.co.uk

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Please Note: There is no charge to private consumers under The Property Ombudsman Service or the CEDR Schemes.