

## CUSTOMER COMPLAINTS HANDLING PROCEDURE

As a firm licensed by the National Approved Letting Scheme, eProperty Agent aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

### Stage 1 – Manager

If the verbal and informal approach does not satisfactorily deal with your concerns, we ask that you put your complaint in writing to the Manager responsible for the office that deals with the matter about which you wish to complain. If your complaint is about that person, please write to that person's line Manager. We advise you to keep copies of all correspondence sent to us and notes of any conversations or telephone calls. In order that we can help resolve your concern as quickly and efficiently as possible, we ask you to provide the following information in the letter of complaint:

- Your name, address and a daytime telephone number on which you can be contacted.
- The name and office location of the individual within the company with whom you have been dealing.
- A clear description of your complaint, giving concise details of what you believe has gone wrong.
- Details of what you would wish to be put right.

Your letter will be acknowledged within 3 working days of receipt and you will be advised of the timescale for sending a full reply, which will usually be within 15 days.

An internal investigation into your complaint will be undertaken and following completion of the same, you will be provided with a full response with details of what actions we have taken, or will take. It is hoped that this response will resolve the matter to your complete satisfaction.

### Stage 2 – Area / Senior Manager

If your complaint is not satisfactorily resolved by Stage 1 above, or if you still have concerns, you can request that the matter be referred to the Area / Senior Manager with responsibility for that office. A separate review of your complaint will be undertaken and you will be contacted usually within a further 10 days to inform you of the conclusions reached. This response will represent the final viewpoint of the Company.

Following the conclusion of our in-house review we will write to you with a final written statement.

If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to Ombudsman Services: Property PO Box 1021, Warrington, WA4 9FE.