

## **COMPLAINTS HANDLING PROCEDURE**

### **Brighthouse Wolff Estate Agent – Residential Sales & Lettings**

Firstly we are sorry that you have found it necessary to make a complaint. The purpose of this communication is to set out how your complaint will be handled. Whilst we shall make every effort to meet the time scales indicated below, there may be occasions (for example at holiday time) where this will not be possible.

- ❖ Initially your complaint will be referred to our respective Branch Manager's namely: Mr Martin Galbraith at our Aughton Street, Ormskirk Office, or Mrs Annette Hanley at our Sandy Lane, Skelmersdale office. You will receive an immediate acknowledgement.
- ❖ Mr. Galbraith or Mrs. Hanley will independently consider the nature of your complaint, will speak to the individual against whom the claim was made, and, if necessary, locate and read the relevant file. Within 14 days of your initial complaint, you will receive a written response.
- ❖ In many cases this first response may well resolve the matter. In other cases you may be asked to provide further information or you may be requested to meet Mr Galbraith or Mrs Hanley in order to discuss your complaint.
- ❖ Within 7 days (of the meeting or of receipt of your second letter) you will receive a final reply. This will give details of any solutions we have agreed with you or otherwise outline our final position.
- ❖ If you are still not satisfied, Mr Galbraith or Mrs Hanley will forward your complaint to our Head of Estate Agency; Mr. CM Frost (FRICS), First Floor Suite, 20 Aughton Street, Ormskirk, L39 3BW. Mr Frost will again independently review your complaint, you will be notified of the outcome of this review within 14 days of receipt of your letter.

Our aim in all our dealings with clients is to provide an efficient and high quality Estate & Lettings Agency service. Where complaints do occur, our policy is to investigate them thoroughly and resolve them speedily to the satisfaction of all concerned. If, at the end of this procedure, you are not happy with the handling of the complaint, you can ask the Property Ombudsman at Milford House, Milford St, Salisbury, SP1 2BP. on 01722 335458 or [www.tpos.co.uk](http://www.tpos.co.uk) to consider your complaint.

We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Property Ombudsman. Please do however note there is a 12 month timescale for referring complaints to The Property Ombudsman.