

## **COMPLAINTS HANDLING PROCEDURE**

### **Brighthouse Wolff – Residential Property 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 Branch Manager namely: Mr Martin Galbraith at our Aughton Street, Ormskirk Office. You will receive an acknowledgement within 3 working days.

Mr Galbraith will independently investigate your complaint, will speak to the individual against whom the claim was made, and if necessary, locate and read the relevant file. Within 15 working days of your initial complaint, you will receive a written response, addressing your specific complaints and proposing resolutions where appropriate.

In many cases this first response may well resolve the matter. However, if you remain dissatisfied, your complaint will be independently investigated by Mrs Jennifer Kirby, Partner of Brighthouse Wolff 28 Derby Street Ormskirk L39 2BY who will provide a written response outlining our final position and proposing resolutions where appropriate within 15 working days of you informing us that you are not satisfied with our first response. Should more time be required to investigate the issues raised, we will contact you to explain why and to provide you with a revised time scale.

Our aim in all our dealings with clients is to provide an efficient and high-quality Estate 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 or outcome of the complaint, you can refer your complaint to the Property Ombudsman at Milford House, Milford St, Salisbury, SP1 2BP. on 01722 333306 or [www.tpos.co.uk](http://www.tpos.co.uk)

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman

### **Complaints about our obligations to you**

For complaints about our obligations to you, you can refer your complaint to the Property Ombudsman

The Property Ombudsman Milford House 43-55 Milford Street Salisbury SP1 2BP, telephone number 01722 333306 or [www.tpos.co.uk](http://www.tpos.co.uk)

### **Time Scale**

You must refer your complaint to The Property Ombudsman within 12 months of the date of our final response letter

## **Issues with your Lease and Service Charges**

For complaints about your Lease and the services provided under your Lease, you can refer to the First-Tier Tribunal. For example,

- Increases in Service Charges and Estate Charges
- The Quality of Management Services provided
- The fairness of Charges applied in line with your Lease
- Consultation on major works and contracts

Operates five regional tribunals in England: <https://www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber>