

IN-HOUSE COMPLAINTS PROCEDURE

Dear Customer/Client,

We are committed to providing a professional service to all our clients and customers. However, in the event that something does go wrong, please do not hesitate to communicate this to us, we are here to help and are always looking to improve our standards and service.

If you do have a complaint, please put this in writing to us to mail@charlesstratton.co.uk, including the property as reference, your name and as much detail as possible about the complaint.

We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property redress scheme to consider without our final conclusion on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within five 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 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.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write 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 Redress Scheme to request an independent review:

The Property Redress Scheme, 1st Floor, Premiere House, Elstree Way, Borehamwood, WD6 1JH. 0333 321 9418 www.tprs.co.uk

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