



THE AREA'S LEADING ESTATE AGENCY **CUSTOMER COMPLAINTS PROCEDURE RESIDENTIAL LETTINGS**

We are committed to providing you with the highest standards of service. However there may be occasions when our services fall short of your expectations. This guide is designed to help you make us aware of your views so we can address your concerns.

- (1) Tell us what part of our service or procedure you are unhappy about and what would you like us to do to resolve the matter. Putting your complaint in writing helps us to ensure we have understood all of your issues, which in turn ensures we investigate them all full and fairly.
- (2) Your complaint should be sent to the Branch Manager of the office you are dealing with and this will be acknowledged within 3 working days of receipt.
- (3) You will receive a detailed response within 15 working days of us receiving your complaint. Should we require further time you will receive a further written explanation for any delay.
- (4) If for any reason a response is not received in the aforementioned time frame, please contact Gascoigne Halman, head office at:
42 Alderley Road Wilmslow
SK9 1NY
Telephone 01625 460 344,
Email: jane.andrew@gascoignehalman.co.uk Marked for the attention of one of the Directors.
- (5) If we do not hear from you within a further 8 weeks from the date of our response we will assume the matter has been addressed and we will close our file.
- (6) Should you have concerns in the meantime please contact the member of our staff whose name appears in the letter of acknowledgement.

If you are still unhappy

If you feel your complaint has not been fully addressed or are dissatisfied with any aspect of our handling of your complaint, you should contact Rebecca Whitehead, Lettings Director at 42 Alderley Road, Wilmslow, SK9 1NY, who will personally conduct a separate review of your complaint and will contact you within a further 15 working days to inform you of the outcome of her final review

What happens next?

In the event that the final review as detailed above still fails to satisfy your grievance then you're at liberty to have the matter referred to our Alternative Dispute Resolution (ADR) Entity which is The Property Ombudsman. Their details are as follows:-

The Property Ombudsman 33 The
Clarendon Centre Salisbury Business Park
Salisbury
Wiltshire SP1 2TJ

Tel: 01722 333 306

Email: admin@tpos.co.uk

Website: <http://www.tpos.co.uk>

Please Note:

You will need to complete our internal complaints procedure before you raise your concerns with The Property Ombudsman. Therefore in our final response we will confirm that we have provided our final viewpoint and that you are now at liberty to progress your complaint issues to that body.

You should refer the matter forward as soon as possible after receiving our final review but always within twelve months of the date of our final response.

INSURANCE COMPLAINTS

If you have any concerns relating to insurance, these will be dealt with separately to ensure we comply with the relevant regulatory rules.

You will be sent a separate written acknowledgement of any insurance-related matters within five working days. You can tell us about any insurance issues in writing to:

Customer Relations

Department

Cumbria House

16-20 Hockliffe Street Leighton Buzzard Bedfordshire LU7 1GN

If you prefer you may telephone on 01525 244 504

or visit your local branch. Alternatively, you may forward details of your dissatisfaction by email to CustomerRelations@connells.co.uk

Your complaint will be fully investigated by a member of the Customer Relations Department Mortgage Services team. Regulations allow us up to eight weeks in which to issue a final response, but we will aim to respond to you much sooner than this. If we are unable to respond fully within four weeks of receiving your complaint, we will update you and explain the reason for this. If you are unhappy with our final response, you have the option of referring the matter to the Financial Ombudsman Service (FOS). The contact details for the FOS are as follows:

Financial

Ombudsman

Service Exchange

Tower

Harbour Exchange

Square London

E14 9SR

W [www.financial-](http://www.financial-ombudsman.org.uk/contact-us)

ombudsman.org.uk/contact-us

(To make a complaint)

T 0800 0234

567 (Helpline)

Other contact

details:

E complaint.info@financial-ombudsman.org.uk

T 0300 1239 123 (calls to this number cost no more than calls to 01 and 02 numbers) T (18002) 020 7964 1000 - Calls using Relay UK.

T +44 20 7964 0500 - Call this number if you are calling from abroad. FOS will be happy to phone you back if you're worried about the cost of calling us.

T 020 7964 1000 - FOS switchboard

Gascoigne Halman Limited is registered in England and Wales under company number 2274169. Registered Office is 42 Alderley Road, Wilmslow Cheshire, SK9 1NY

