

OAKLEY RESIDENTIAL (LEWES) LTD - COMPLAINTS HANDLING PROCEDURE

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

A person has been appointed in this company to deal with complaints. If you have a question or if you would like to make a complaint, please do not hesitate to contact the relevant person. His details are set out below:

Mr D Beaken

Oakley Lewes

14a High Street

Lewes

East Sussex

01273 487 444

david@oakleyproperty.com

Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to Mr Beaken at the above address. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.

Once we have received your written summary of the complaint, we will contact you in writing within 3 days to inform you of our understanding of the circumstances leading to the complaint. You will be invited to make any comments that you may have in relation to this.

The first stage of our complaints handling procedure will involve full consideration of your complaint by Mr Beaken on behalf of the firm. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Mr Beaken’s investigation into your complaint, the matter will conclude.

We will consider your complaint as quickly as possible. We will provide you with a full response, or if that is not possible, an update on what is happening with your complaint, within 15 days.

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 are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

Ombudsman Services: Property
PO Box 1021
Warrington
WA4 9FE

 0330 440 1634

www.tpos.co.uk

enquiries@os-property.org