



Hawke & Metcalfe Estate Agents

Our Customer Complaints Procedure

We are a member of The Property Ombudsman Service (TPOS) and aim to provide the highest standard of service to all our customers. In order to ensure that your interests are safeguarded, we have put in place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaint within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

Your complaint will be acknowledged within three working days. We will endeavour to resolve your complaint immediately, and no later than five working days of the first notification.

If, at this stage, you are still not satisfied, you should contact us again in writing and we will arrange for a separate review to take place.

Your escalation will be acknowledged within three working days of receipt and one of the Partners will work with you to try and resolve any issues raised as promptly as possible. A written response to summarise any investigations and steps taken will be sent within fifteen working days.

If you are still not satisfied with the proposed resolution (or more than eight weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman Service (TPOS) without charge: -

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
Tel: 01722 333306 email: admin@tpos.co.uk

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within twelve months of the final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure has been exhausted.

Hawke & Metcalfe Estate Agents views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person, or organisation, that has made the complaint.

Our policy is:

To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.

To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.

To make sure everyone at Hawke & Metcalfe Estate Agents knows what to do if a complaint is received.

To make sure all complaints are investigated fairly and in a timely way.

To make sure that complaints are, wherever possible, resolved to the complainants satisfaction.

To gather information which helps us improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspects of Hawke and Metcalfe Estate Agents.

Where Complaints Come From

Complaints may come from any person, client or organisation who has a legitimate interest in Hawke and Metcalfe Estate Agents.

A complaint can be received verbally, by phone, by email or in writing.
This policy does not cover complaints from staff.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Partners of Hawke & Metcalfe.

Review

This policy is reviewed regularly and updated as required.