

## When things need sorting out....

### Customer Complaints Procedure (Residential Sales)

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

For the sale and purchase of residential property we are members of The Property Ombudsman Scheme.

#### We can help

Tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. You can do this by writing to:

Residential Compliance Department, Connells Group, Cumbria House, 16-20 Hockliffe Street, Leighton Buzzard, Bedfordshire, LU7 1GN

Alternatively you may forward details of your dissatisfaction by email to: [complianceresidential@connells.co.uk](mailto:complianceresidential@connells.co.uk)  
You may also telephone on **01525 215 410**

Putting your complaint in writing helps us to ensure we have understood all your issues and concerns, which in turn ensures we investigate them all fully and fairly. Regardless of how we receive your complaint we will acknowledge receipt in writing within three working days.

- Your complaint will be considered by a member of the Compliance Department's Residential team.
- You will be advised, in the written acknowledgement, who will be responsible for investigating your complaint.
- You will receive a detailed response within fifteen working days of our receiving your complaint.
- If further time is required to say, receive reports from a third party, then you will receive a written explanation for any delay at the end of the fifteen working day timeframe.
- If for any reason a response is not received in the aforementioned time frame, please contact this department directly.
- If we do not hear from you within a further eight weeks from the date of our response we will assume the matter has been addressed and we will close our file.
- Should you have any concerns in the meantime, please contact the member of staff whose name appears on the letter of acknowledgement.

#### Still unhappy

- After receiving our response, if you feel your complaint has not been fully addressed please let us know.
- Your communication will be acknowledged within three working days of receipt.
- Your concerns will be considered by a different member of the Residential team who has not been involved in the initial review of your complaint.
- A second response will be issued within fifteen working days of the receipt of your request for a further review. If we are unable to respond within this time frame we will inform you of this and we will also advise you of when we anticipate being able to answer your concerns.

**What happens next?**

We are committed to ensuring all complaints are fully and fairly addressed. We respect your right to take any complaint to a third party and we will fully co-operate with them. Therefore in our final letter to you we will always confirm when a 'deadlock' situation has been reached, which signals that we have come to the end of our internal complaints procedure and that you should, within the next 12 months progress your issues to The Property Ombudsman. Their details are as follows:

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, . SP1 2BP

Telephone: **01722 333 306**      Email: **admin@tpos.co.uk**      Website: **http://www.tpos.co.uk**

Please note; You should refer the matter to TPO as soon as possible after receiving our final response, but always within twelve months of the date of our 'deadlock' letter. You will need to complete our internal complaints procedure before you raise your concerns with the Ombudsman



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