

Edmund Estate Agents Ltd

In House Complaints Procedure

Edmund Estate agent is a member of the property Ombudsman scheme and as such aims to provide the highest standards of service to all our customers. This is to ensure that your interests are safeguarded and a complaints procedure is in place.

The aim of this process is to resolve any issues or concerns as quickly as possible.

All complaints should, in the first instance be directed to the director (Matthew Perkins, sales/Adam Rutter, lettings) who you have been dealing with.

Your complaint will be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with established in house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.

If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by the director at the following email address maudino@edmund.co.uk sales, kfreese@edmund.co.uk lettings, your complaint will be responded to within 15 days.

In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to the property ombudsman (please see details below). Will we submit our file to the ombudsman on request. You are also entitled to have your complaint referred to the ombudsman should we fail to deal with matters promptly or do not comply with our in house complaints procedure within 8 weeks from the date we receive your written notification.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
Contact Number- 01722 335 458
Website- www.tpos.co.uk

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.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.