

Edmund Estate Agents – Petts Wood

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 Manager of the Branch that you have been dealing with, as listed below.

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 office that you have been dealing with, as listed below. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

Branch Manager: Nick Metson – nickmetson@edmund.co.uk

Branch Director: Rob Vinter – robvinter@edmund.co.uk

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP
01722 333 306

www.tpos.co.uk

Please note the following:

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 complaint's procedure, before being submitted for an independent review.