

Waterfords Complaints Procedure

Introduction

It is the Company's intention at all times to offer a professional and efficient service to our clients and we are committed to the highest standards of customer service and adherence to the many regulations appertaining to Estate Agencies.

We are members of The Property Ombudsman Scheme and subscribe to their code of conduct for Estate Agents.

Definition of a Complaint

A complaint is defined as follows:

“Any expression of dissatisfaction whether oral or written, from or on behalf of a complainant who has suffered, or may have suffered, a financial loss or material inconvenience about the service they have received from Waterfords”

A complaint can be expressed in person, by telephone, via email, or letter and may arise from a client or potential client.

Complaint Management

All complaints the Company receives will be dealt with in a timely fashion and will be taken extremely seriously.

In the first instance the complainant should be directed to raise their concerns with the Office Manager of the branch or department concerned.

In the first instance, the complainant will be asked to put their complaint in writing (if not already done so) and the complaint will be recorded in the Company complaints log held at each branch.

The Office Manager concerned will immediately notify their respective Line Manager of the existence or likely existence of a complaint and its nature.

All written complaints will be acknowledged in writing within three working days of their receipt by the branch and an investigation of the circumstances of the allegations will be undertaken by the relevant line manager.

A formal written outcome of the investigation will be communicated to the complainant within 15 working days.

If for any reason, the investigation has not been concluded within 15 working days then the Company will write to the complainant explaining in full, the reasons for the delay in sending its response.

If, following the response to the investigation, the complainant is still not satisfied, they can request that the complaint and finding of the investigation are reviewed by a Director who will conduct a speedy, separate and detached review of the complaint and a written closure letter will be sent within 15 days of the review commencing.

The Director will express the Company's final view and include any offer the company is willing to make. The letter will also outline to the complainant how the matter can be referred to the Property Ombudsman, pointing out that any such referral by the complainant must be made within 12 months of the final closure letter from the Company.

The Property Ombudsman

In order for the complainant to take their complaint to the Ombudsman, they must first have used and exhausted the Company's internal complaints procedure, as documented above.

Their complaint may be considered by the Ombudsman if they believe that we as a Member Agency have:

1. infringed their legal rights or not complied with the "TPO Code of Practice"; or
2. treated them unfairly; or
3. been guilty of maladministration (including inefficiency or undue delay); in a way that results in the complainant losing money or suffering inconvenience.

The complainant should then write to the Ombudsman direct explaining they have completed the internal complaints procedure and they are still not satisfied.

The details for the Ombudsman are as follows:

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

Telephone 01722 333306
Facsimile 01722 332296
Website: **www.tpos.co.uk**
E-Mail: **admin@tpos.co.uk**