

## **Reid & Roberts Company Complaints Procedure**

Reid & Robert's Estate Agents has a formal complaints procedure, which is explained below:

1. If you have a problem relating to Reid & Roberts Estate Agents, please discuss this with one of our branch staff. Our aim is to deal with your problem sympathetically, fairly and quickly.
2. If you feel that the matter has not being resolved to your satisfaction, please ask to speak to the Manager of the branch dealing with your enquiry. The Branch Manager will then deal with your complaint, although whether this is possible on the day will depend on the nature of the complaint.
3. If the response by our Branch Manager does not resolve the matter to your satisfaction, you can ask to be dealt with by the Sales Manager; the complaint should be made officially in writing. Your letter should state why you are still dissatisfied and what further action you wish Reid & Roberts Estate Agents to take to fully resolve your complaint. A letter of acknowledgement will be sent to you within 3 working days. You may also be asked for additional information if this is required to assist in resolving the matter.
4. In all but exceptional cases, by the end of four weeks following receipt of your complaint, Reid & Roberts Estate Agents will have given you its final response by letter from the company owner.
5. If you are still not satisfied with the steps taken by Reid & Roberts Estate Agents, you can write to: The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
6. The Property Ombudsman will consider your complaint, taking in to account any points made by you and Reid & Roberts Estate Agents.
7. The Property Ombudsman's Office may try to settle the dispute by agreement between you and Reid & Roberts Estate Agents. If this is unsuccessful, The Property Ombudsman will consider all the relevant factors and make a decision according to what they believe to be fair in all the circumstances.
8. The Property Ombudsman will send their decision to you and Reid & Roberts Estate Agents. You can accept or reject his decision. If you reject the Property Ombudsman's decision, it will lapse and you are free to do as you wish. If you wish to take legal action, you can do so. Your legal rights will not have been affected by The Property Ombudsman's decision.

