

CLIFFORD SMITH SUTCLIFFE ESTATE AGENTS

Our complaints policy

We are committed to providing a high-quality property sales service to all our clients. When something goes wrong we need you to tell us about it. This will help us to improve our standards.

Our complaints procedure

If you have a complaint, contact us with the details.

What will happen next

1. We will send you a letter acknowledging your complaint and may ask you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 working days of us receiving your complaint.
2. We will record your complaint in our central register and open a separate file for your complaint. We will do this immediately on receiving your complaint.
3. We will then start to investigate your complaint. This will normally involve the following steps.
 - The Client Care Partner, Mr Paul Halstead, will be responsible for reviewing the matter.
 - He will ask the member of staff who acted for you to reply to your complaint within 5 working days.
 - He will then examine the reply and the information in your complaint file. And, if necessary, he may also speak to the staff member. This will take up to 3 days from receiving the reply and the file.
4. He will either (a) send you a detailed reply to your complaint including any suggestions he might have to resolve the matter or (b) invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within a further 3 days.

If you agree to a meeting he will within 2 days write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting he will send a detailed reply as mentioned above.
5. At this stage, if you are still not satisfied you should contact us again preferably in writing. We will then arrange to review our decision. This will happen in one of the following ways.
 - Another partner of the firm will review Mr Halstead's decision within 10 days from your further contact.

6. We will let you know the result of the review within 5 days of the end of the review. At this time we will write to you confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, you can contact the Property Ombudsman Service who will review the steps that we have taken and look at ways to resolve the matter.

The Legal Ombudsman can be contacted at:

Milford House
43 – 55 Milford Street
Salisbury
Wiltshire
SP1 2BP

01722333306

