

BOND & SHERWILL

EST. 1908

INTERNAL COMPLAINTS PROCEDURE

Residential Sales, Lettings and Property Management

Bond & Sherwill is committed to providing a professional service to all clients and customers. If you are dissatisfied with our service, please let us know so that we can investigate your concerns and, where appropriate, put matters right. No charge will be made for any complaint we handle.

Stage 1 - Making a complaint

Please set out your complaint in writing by letter, giving as much detail as possible, including the property address, the matters you are unhappy about, relevant dates, names of staff involved and any supporting documents.

Please write to: The Director, Bond & Sherwill Estate Agents, 134 Brighton Road, Coulsdon, Surrey, CR5 2ND. If you make a complaint verbally, we will make a record of it and may ask you to confirm the details in writing. If you are unable to do so, we will confirm our understanding of the complaint to you in writing.

Stage 2 - Acknowledgement

We will acknowledge your complaint in writing within 3 working days of receiving it. Our acknowledgement will confirm the main points we understand you are asking us to investigate and will provide a copy of this procedure.

Stage 3 - Investigation and initial response

Your complaint will be investigated by an appropriate senior member of staff or designated complaint handler who was not directly involved in the matter complained about, where practicable. We will provide a formal written response addressing your complaint within 15 working days of receiving it, explaining our findings and any action or resolution proposed. If exceptional circumstances require more time, we will explain the reason for the delay and when you can expect our response.

Stage 4 - Further review and Final Viewpoint

If you remain dissatisfied, please write to us explaining why and identify the points you would like reviewed. We will arrange a separate and detached review by a senior member of staff or designated complaint handler who was not directly involved in the transaction or initial investigation, where practicable. We will provide our written Final Viewpoint within 15 working days of receiving your further complaint, setting out our final position and any offer or proposed resolution, where appropriate.

Stage 5 - The Property Ombudsman

If you remain dissatisfied after receiving our Final Viewpoint, you may refer your complaint to The Property Ombudsman (TPO) for independent review. You must refer the complaint to TPO within 12 months of the date of our Final Viewpoint. If we have not addressed your complaint within 8 weeks of your original complaint, you may also refer the matter to TPO.

The Property Ombudsman

Unit 159756, PO Box 7169, Poole, BH15 9EL
Telephone: 01722 333306 | Email: admin@tpos.co.uk | Website: www.tpos.co.uk