



IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Most complaints stem from a lack of communication, in that either we misunderstood your instructions or customers misunderstood the service we provide.

In the first instance, we would encourage you to discuss any problems verbally & informally with the office manager. Staff may be able to quickly answer any questions you may have. If this does not resolve your concerns, then Seekers formal procedure can be invoked.

In this case, please put your complaint in writing in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Redress Scheme to consider without our final viewpoint on the matter).

We would ask you to provide the following information in the letter of complaint. This is to enable us to help resolve your concerns as swiftly as possible.

- Your name, address, daytime telephone number on which you can be contacted.
- The name of the individual within Seekers with whom you have been dealing.
- A clear description of your complaint, giving concise details of what you believe has gone wrong.
- Details of what you would wish to be put right.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a company director.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Redress Scheme to request an independent review, please quote UKALA membership number 170174

**The Property Redress Scheme
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Please note the following:

You will need to submit your complaint to The Property Redress Scheme within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Redress Scheme requires that all complaints are addressed through this in-house, complaints procedure, before being submitted for an independent review.