

Complaints Handling Procedure - For Consumers (Residential Property)

We always strive to provide a good service to all our customers. It is hoped that no one would have a complaint about the conduct of any member of this firm. However, misunderstandings do arise and it is for that reason that the firm has a standard complaints handling procedure, in accordance with the requirements of The Royal Institution of Chartered Surveyors. If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes as set out below (if you feel we have not sought to address your complaint within 8 weeks, you may be able to refer your complaint to The Property Ombudsman to consider without our final viewpoint on the matter).

1. A person has been appointed in this office to deal with complaints and you should not hesitate to contact the relevant person, details are set out below:-

David Bletsoe
david.bletsoe@bletsoes.co.uk
Oakleigh House, Thrapston, Kettering, Northants NN14 4LJ
Tel: 01832 732241

2. Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.
3. Once we have received your written summary of the complaint, we will acknowledge your complaint within 3 working days. We will contact you in writing within 7 working days to inform you of our understanding of circumstances leading to your complaint. You will be invited to make any comments that you have in relation to this.
4. Within 15 working days of the receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken. During the investigation further information may be requested from you.
5. If you remain dissatisfied, we will arrange for a separate review to take place by another partner within the firm, not directly involved in the matter, to review the complaint. Within 15 working days of your request for the complaint to be reviewed by another partner in the firm, the partner reviewing your complaint will write to you, in order to inform you of the outcome of their review and let you know what actions have been or will be taken.
6. If for whatever reason we need to extend the above timescales we will inform you providing an explanation.
7. If you remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiations, or otherwise agree to refer it to:
The Property Ombudsman Ltd, Unit 159756, PO Box 7169, Poole, BH15 9EL (tel: 01722 333 306 email: admin@tpos.co.uk website: www.tpos.co.uk).

Any referral to the Property Ombudsman must be made within 12 months of our final review.

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