

When things need sorting out...

We are committed to providing you with the highest standards of service. However, there may be occasions when our service falls short of your expectations. This easy-to-use guide is designed to help you make us aware of your views so we can address your concerns. For the sale and purchase of residential property our Alternative Dispute Resolution (ADR) entity is The Property Ombudsman.

We can help

Tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. Putting your complaint in writing helps us to ensure we have understood all your issues and concerns, which in turn ensures we investigate them all fully and fairly.

You can do this in one of three ways:

By emailing the details to

EAComplaints@connellsgroup.co.uk

or in writing to the following address

**Estate Agency Complaints Department
Sutton Kersh, Cumbria House, 16-20 Hockliffe Street
Leighton Buzzard, Bedfordshire, LU7 1GN**

Alternatively by telephone on **01525 215 410**

Regardless of how we receive your complaint we will acknowledge receipt in writing within three working days.

- Your complaint will be allocated to a member of the Estate Agency Complaints & Feedback team.
- The members of this team do not work for the branch and will conduct an impartial investigation for you. If you have evidence in support your complaint, please forward the details at the earliest convenience.
- You will receive a response within fifteen working days of us receiving your complaint.
- If further time is required you will receive a written explanation for any delay during the fifteen working day timeframe.
- If we do not hear from you within a further eight weeks from the date of our response we will assume the matter has been addressed and we will close our file.
- If you have any concerns during the complaints process please contact the member of staff whose name appears on the acknowledgment letter.

Still unhappy?

- After receiving the initial response if you feel your complaint has not been fully addressed please let us know using the communication methods detailed above.
- We will escalate your outstanding issue for a second and final review, at which time you will receive a further acknowledgment letter within three working days.
- Your concerns will then be considered by a separate member of the Estate Agency Complaints & Feedback Department who has not been involved in the initial response to your complaint.
- Our second and final response will be issued within fifteen working days of your request for a further review.
- We expect that all complaint issues will have been raised and addressed at this stage and so our second response will be our final viewpoint.
- At the end of the final viewpoint letter we will advise as to the next steps available to you.

What happens next?

We are committed to ensuring all complaints are fully and fairly addressed. We respect your right to take any unresolved complaint to an appropriate third party for dispute resolution. Therefore in our final letter to you we will always confirm when a 'deadlock' situation has been reached, which signals that we have come to the end of our internal complaints procedure and that you may now progress your issues to our Alternative Dispute Resolution (ADR) entity which is The Property Ombudsman.

Their details are as follows:

The Property Ombudsman, 33 The Clarendon Centre, Salisbury Business Park, Dairy Meadow Lane, Salisbury, Wiltshire SP1 2TJ
T 01722 333 306 | **E** admin@tpos.co.uk | **W** www.tpos.co.uk

Please note

We can only consider complaints raised within 12 months of you being aware of the concerns, or within 12 months of the transaction completing. You will need to complete our internal complaints procedure before the Ombudsman will consider accepting your complaint for review. You must refer the matter to the Property Ombudsman within 12 months of receiving our final response in order for them to undertake an investigation.