

- 1. **Definitions**
 - 1.1 In this Complaints meanings:

"Appeal"

"Appeal Handler"

"Business Day"

"Complaint"

["Complaints Form"]

"Complaint Handler"

"Complaints Policy" "Complaints Procedure"

"Complaint Reference"

["External Resolution"

"Level One"

"Level Two"

POLICY

expressions have the following

escalate a Complaint from vo if you are not satisfied vel One;

staff of <<insert business <insert level>> who will plaints;

than Saturday or Sunday) ks are open for their full ss in <<insert location>>;

ut the service provided by ne>>, about our customer aff;

complaints form, available s)>>;]

staff of <<insert business <insert level>> who will plaints;

I complaints handling pusiness name>> which is ng a Complaint and is rt location(s)>> for your

ode assigned to your be used to track your

f your Complaint to an ne for resolution if you are itcome at Level Two;]

n our complaints handling h your Complaint will be t Handler;

stage in our complaints der which you may appeal el One Complaint. Your handled by an Appeal

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hts

["Professional Body"



2. Purpose of this Complain

- 2.1 <<Insert business i from our customer customer service, c satisfaction but we and customer exper
- 2.2 It is our policy to re recourse to formal i this Complaints Poli
 - 2.2.1 To provide a make a Con customer se
 - 2.2.2 To ensure th knows how t
 - 2.2.3 To ensure t timely fashic
 - 2.2.4 To ensure the used in the f

3. What this Complaints Po

- 3.1 This Complaints F business name>>, t
- 3.2 For the purposes of name>> also includ
- 3.3 Complaints may re limited to):
 - 3.3.1 The quality business na
 - 3.3.2 The behavio
 - 3.3.3 <<Insert add
- 3.4 The following are r directed to the appr
 - 3.4.1 Matters cond
 - 3.4.2 Formal requ the Data Pro
 - 3.4.3 <<Insert add







of regulator, e.g. RICS,

encourages feedback of all kinds mplaint about our services, our y do we want to resolve it to your t in order to improve our business

and fairly, where possible without bodies. In particular, the aims of

e for any customers who wish to siness name>>, our services, our

or with <<insert business name>> de by our customers;

andled equally and in a fair and

is gathered from Complaints and ation arising again.

rovision of services by <<insert nd to our staff.

any reference to <<insert business s and subcontractors.

ties and may include (but not be

ou have received from <<insert

mpetence of our staff;

ve as appropriate>>.

mplaints and should therefore be artment]:

er legal disputes;

of information, for example, under

ve as appropriate>>.

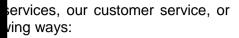
4. Making a Complaint

- 4.1 All Complaints, whe our staff, should be
 - 4.1.1 In writing. address>>:1
 - 4.1.2 [By email, a email addres
 - 4.1.3 [Using our the form;]
 - 4.1.4 By contacti choosing op
- When making a d 4.2 information in as m
 - 4.2.1 Your name. contact you handled);
 - 4.2.2 If you are person's nar
 - 4.2.3 If your Com the property
 - 4.2.4 If you are m name and, v
 - 4.2.5 Further deta dates, event
 - 4.2.6 Details of a support of vo
 - 4.2.7 Details of w resolve your we will make we are not contractually
 - 4.2.8 <<Insert add

5. How We Handle Your Cor

- 5.1 <<Insert business procedure. Followi Complaints to your Two. If you are not Complaint to Level Complaints may [p Professional Body]
- 5.2 Level One:
 - 5.2.1 Upon receipt above in Se complaints l





ame and/or position>>, <<insert

me and/or position>> at <<insert

ing the instructions included with

<insert telephone number>> [and vhen prompted.

equired to provide the following y possible:

nber and email address (We will tact method as your Complaint is

h behalf of someone else, that well as your own;

ular property we are dealing with,

t a particular member of staff. the n of that person;

cluding, as appropriate, all times,

evidence you wish to rely on in

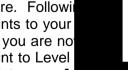
nsert business name>> to do to ngs right. (Please note that whilst t to accommodate such requests. n bevond that which we may be ged to take.)

ove as appropriate>>.

two-stage complaints handling dure, our aim is to always resolve e without further recourse to Level evel One, vou may escalate vour satisfied at the end of Level Two, solution] [or] [be referred to our

he <<insert position>> identified plaint in our <<insert location, e.g. c.>> and will acknowledge receipt

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of it in writin giving you a

- 5.2.2 When we ad details of yo to whom yo Complaint n team.
- 5.2.3 If your Comp be informed opportunity t member in c and we resp question dir resolve it.
- 5.2.4 If we requi Complaint H to ask for it such inform complaints provide such to proceed v further inforr successful re
- 5.2.5 We aim to longer than your Compla is not possil likely length
- 5.2.6 At the conclu the outcome our conclus result. You and escalate
- 5.3 Level Two:
 - 5.3.1 If you are n One, you ma the complai <<insert staf
 - 5.3.2 Appeals, qu directed to request to a acknowledge working days also provide
 - 5.3.3 If your Com be informed Any commu should take that you d concerning t









no longer than 3 working days>>,

ur Complaint we will also provide nis may be the <<insert position>> vas directed (as above) or your other appropriate member of our

c member of staff, that person will nd given a fair and reasonable nication between you and the staff ce only via the Complaint Handler not contact the staff member in mplaint while we are working to

tion or evidence from you, the s quickly as is reasonably possible reasonable efforts to supply any ly in order to avoid delaying the bu are for any reason unable to we will use all reasonable efforts be aware that we will not ask for ss we consider it important to the int.

plaints within <<insert period no ever in some cases, particularly if e, this may not be possible. If this will be informed of the delay, the ons for it.

mplaints procedure, regardless of th full details of our investigation, tion, and any action taken as a your right to appeal our decision wo in the form of an Appeal.

olution of your complaint at Level /ithin <<insert period>>, and have Two. Appeals are handled by >> level members of our team.

omplaint Reference, should be t Handler who will forward the ndler. Receipt of Appeals will be insert period no longer than 3 dge receipt of your Appeal we will andler.

c member of staff, that person will n a further opportunity to respond. nd the staff member in question al Handler and we respectfully ask ff member in question directly re working to resolve it.



hts

- 5.3.4 If we require Handler will it. We ask information complaints I provide such to proceed v further inforr successful re
- 5.3.5 We aim to longer than your Compla is not possil likely length
- 5.3.6 At the cond outcome, we conclusions Our decision Resolution o
- 5.3.7 [As we are Services: Pr user, may ha from that re your Level T
- 5.4 [External Resolution
 - 5.4.1 If you are n Two you m [Ombudsma Any such re decision.
 - 5.4.2 For details please conta <<insert tele via their web
 - 5.4.3 Please note Property] [T Complaints 1
- 5.5 [Referral to Profess
 - 5.5.1 <<insert bus you are not you may [(e Resolution)] <<insert add
 - 5.5.2 Please note Complaints

6. Confidentiality and Data

6.1 All Complaints and

or evidence from you, the Appeal s is reasonably possible to ask for able efforts to supply any such ly in order to avoid delaying the ou are for any reason unable to we will use all reasonable efforts be aware that we will not ask for ss we consider it important to the int.

plaints within <<insert period no ever in some cases, particularly if e, this may not be possible. If this will be informed of the delay, the ons for it.

vo procedure, regardless of the Il details of our investigation, our and any action taken as a result. bject to your right to seek External

perty Ombudsman] [Ombudsman edress Scheme] you, as a service ernal Resolution of your Complaint not satisfied with the outcome of

lution of your Complaint at Level t to [The Property Ombudsman] The Property Redress Scheme]. in 6 months of receipt of our final

conflict resolution mechanisms, sert address>>, by telephone on ail at <<insert email address>>, or

udsman] [Ombudsman Services: cheme] may decline to deal with omer.]

mber of the Professional Body. If on of your Complaint at Level Two or in addition to seeking External <<insert name or job title>> at

ody will only be able to consider rules of conduct.]

reto are treated with the utmost

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confidence. Such i <<insert business Complaint.

- 6.2 We may ask for yo personal details re purposes. If you he by contacting <<inst above in Section 4.1
- 6.3 All personal informa name and address provisions of the Da

7. Questions and Further In

If you have any questions Complaints Policy or about and position / department <<insert telephone number

8. Policy Responsibility and

- 8.1 Overall responsibil name>> and the im department etc.>>.
- 8.2 This Complaints Po
- 8.3 This Complaints Po
- 8.4 This Complaints Po



hared with those staff members of know in order to handle your

tails of your Complaint (with your aining and quality improvement on, you may revoke it at any time n>>, whose details are provided

(including, but not limited to, your and held in accordance with the nd your rights under that Act.

mation about any aspect of this ure, please contact <<insert name sert address>>, by telephone on rt email address>>.

Policy within <<insert business with <<insert name and position /

and updated as required. sert date>>. <<insert date>>.