



ROSS HAND

ESTATE AGENTS

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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.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the time frames 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 Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

1. We will send you a letter or email, acknowledging receipt of your complaint, within three working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally be dealt with by Robert Cruickshank (Managing Director), who will review your file. A formal written outcome of his investigation will be sent to you within 15 working days of us sending the acknowledgement letter.
3. If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a further review to take place, to include any additional information or points of view that you have provided.
4. We will write to you within 15 working days of receiving your request for a review, to confirm our "final viewpoint" on the matter.
5. If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman, without charge. Their contact details are:-

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

01722 333 306 / / www.tpos.co.uk / admin@tpos.co.uk

Please note the following:

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

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

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