

CLIFFTONS Complaint procedure

We hope there is not an occasion to look at this page, but we also understand there may be times when things do not go according to plan, and need sorting. We will do our utmost to do that.

STAGE 1

Normally the easiest and best way, is to voice your concern and outline why you are not happy to the person dealing with your case. If this is not working or the complaint is regarding the individual, ask who their line manager is and outline your complaint to them.

TOP TIP – Make sure you ask how long it will take for them to respond and hold them accountable.

If you are not satisfied with the response, or any part of our service or procedure, you will need to put in writing your complaint. Please make a note of the Name of the person you have been dealing with, dates and times and what has happened.

You need to write to: **CLIFFTONS, 3 Lansdowne Crescent, Bournemouth, Dorset, BH1 1RX**, AND email property@clifftons.com

- We will then acknowledge your complaint, in writing, within 3 working days.

Putting your complaint in writing helps ensure we have fully understood the issue, and also provides a clear audit trail.

This also means we can investigate the matter fully and fairly, and within fifteen working days, we will respond with our investigation. If further time is required, we will outline the reasons why we need additional time to investigate the matter. If you do not hear from us within the fifteen works days, please contact us.

STAGE 2

If, after receiving the response in Stage One, you feel that your complaint remains unresolved, you can email: property@clifftons.com and the matter will be escalated in house.

You will receive an acknowledgement within 3 working days and a final viewpoint letter within 15 working days of your request for a further review.

STAGE 3

Following Stage Two, should the matter still not be resolved to your satisfaction (or more than 8 weeks has elapsed since the complaint was first made) you can then refer it to The Property Ombudsman (TPO) without charge. The formal steps outlined above must be completed in full before proceeding through this route.

The Property Ombudsman (TPO) Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP 01722 333306 admin@tpos.co.uk www.tpos.co.uk. Please note that any referral to The Property Ombudsman must be made within 12 months of receiving our final viewpoint letter.