

Complaints Procedure

Reading Estate Agent offers a high level of customer service. However, occasionally things do go wrong, and you may need to complain. Please see our complaints procedure below.

Residential Sales - Estate Agent - Making a complaint

Information for Customers

Reading Estate Agent is a member of The Property Ombudsman (TPOS). We aim to resolve any complaints raised quickly and efficiently and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a complaints process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at stage one in branch.

Stage One – In Branch

All complaints should, in the first instance, be directed to the branch and person you have been dealing with. They will endeavour to resolve your complaint immediately, and no later than three working days of the first notification.

Stage Two – Branch Manager

If you remain dissatisfied, you may then further your complaint, which must be in writing, to the Branch Manager . You must write to them within one month of receiving the branch response. They will acknowledge your complaint within three working days of receipt of your letter and provide you with a full written response within 15 working days.

Stage Three – Managing Director

If you remain dissatisfied, you may address your concerns in writing to the Managing Director within one month of the response from the Branch Manager. Your letter will be acknowledged within three working days of receipt and you will be provided with a final view written response on behalf of the Company within 15 working days of receipt of your letter.

*The Managing Director
Reading Estate Agent
419 Oxford Road
Reading
Berkshire
RG30 1HA*

Stage Four - The Property Ombudsman

After you have received a response from the Managing Director, you may approach the Ombudsman if you are not satisfied with the response given. Details of how to do this are contained within the final viewpoint letter, The Property Ombudsman) Consumer Guide or online at <http://www.tpos.co.uk> Please note that you must do so within Twelve months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.

Residential Lettings and Property Management - Making a Complaint

Information for Customers

We are a member of The Property Ombudsman Service (TPOS) and we aim to provide the highest standards of service to all our Residential Lettings and Property Management customers. In order to ensure that your interests are safeguarded, we have put into place a complaints process which we will follow in dealing with your complaint. Our aim is to handle any issues or concerns as quickly as possible; in order to achieve this we will, wherever we can, try and resolve your complaint at stage one in branch.

Stage One – In Branch

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and can occasionally go wrong. If this becomes the case, we would prefer that you try to resolve the situation with the member of our team you have been dealing with.

Stage Two – Branch Manager

If they are unable to resolve the situation you may refer it to the Branch Manager. We request that you send a written summary of your complaint to the Branch Manager, within one month of completing Stage 1. They will acknowledge your complaint within 3 working days of receipt and provide you with a written response within 15 working days.

Stage Three - Managing Director

Should this still remain outstanding, or if you still remain dissatisfied with any aspect of our handling of your complaint, then please write to the Managing Director at the following address:

*The Managing Director
Reading Estate Agent
419 Oxford Road
Reading
Berkshire
RG30 1HA*

The Managing Director will acknowledge your complaint within three working days and will investigate the issues raised. He will undertake a review of your complaint, including how it's been handled to date, which may include further investigations into the background of your concerns.

Within 10 working days from receipt of your letter, the Managing Director will set out in writing to you his findings and recommendations as a 'final viewpoint' on how he believes your complaint can be resolved.

Stage Four - The Property Ombudsman

After you have received a response from the Managing Director and if you are not satisfied with his proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the Managing Director's final view point letter alongside a link to the Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 6 months of the date of the Managing Director's final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure is exhausted.

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.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
admin@tpos.co.uk
www.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.