

CKB Estate Agents Complaints Procedure

Residential Lettings and Property Management – Making a Complaint

'CKB Estate Agents' is 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 in place a complaints procedure, 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 the beginning stages which is via our Lettings Manager in Branch.

Stage One – Lettings Manager

All complaints should, in the first instance, be directed to the Lettings Manager of the branch you have been dealing with. Complaints must be made in writing and will be acknowledged within three working days, we will send out an acknowledgment along with a copy of this Complaints Procedure. They will endeavour to resolve your complaint immediately, and no later than five working days of the first notification.

Stage Two – Lettings Director

Should your complaint remain unresolved, then you can refer it on to the Lettings Director responsible for the office in question. We request that you send a written summary of your complaint to the Divisional Lettings Director within one month of receiving the Lettings Manager's response. The Lettings Manager will provide you with the Lettings Director's name and contact information. The Lettings Director will acknowledge your complaint within three working days of receipt of your letter and provide you with a written response within 15 working days.

Stage Three – The Property Ombudsman

After you have received a response from the Lettings Director which you are not satisfied with 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.

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 contact details for The Property Ombudsman Service are stated below:

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

**t: 01722 333 306
e: admin@tpos.co.uk
www.tpos.co.uk**

Please note The Property Ombudsman will not consider your complaint until our internal complaints procedure is exhausted.

