

Andrew Ward Estate Agents

COMPLAINTS PROCEDURE

Andrew Ward Estate Agents aim to provide a professional standard of service to all our clients. To ensure that we maintain these standards and treat clients fairly we operate a two-stage complaints procedure.

Clients can register a complaint, comment or compliment by emailing or sending a written summary of your complaint, comment, compliment direct to the Office or Office Manager dealing with your situation. We will always strive to handle your complaint quickly and at local level. Please use our complaints email as below; Complaints@Andrewward.co.uk

However, you have recourse to apply to our Company Administrator, if the matter is unresolved at local level. Company Administrator: Jette Moore Jette@Andrewward.co.uk

Stage One:

The matter will be logged, we will endeavour to acknowledge your complaint within 3 working days of being received and an internal investigation will be initiated.

Your complaint will be passed to the relevant Office Manager to be dealt with and upon receiving your complaint, the Manager or Company Administrator may contact you to discuss matters further.

You will be advised of the outcome of the investigation, along with any action taken / to be taken, in writing, within 14 days of your email/letter being received.

Stage Two:

We will look at your complaint at stage two if you indicate in writing that you are dissatisfied with the response received at stage one. We will endeavour to acknowledge receipt within 3 working days. We aim to respond to the complaint within 14 days. We will advise you of our final viewpoint and a letter will be issued normally within 14 days. However, should this not be possible we will advise you of any delay and keep you updated on our progress.

If you remain dissatisfied with our response at stage two, you have the right to contact our Independent Redress Scheme.

PLEASE NOTE: Our complaints procedure **must** be followed before our independent redress scheme will consider your complaint.

Andrew Ward Estate Agents is a member of the **Property Redress Scheme PRS Membership no: PRS002398** Email: info@theprs.co.uk and in the event that matters cannot be resolved using the Agent's in-house complaints procedure, the Client may refer the complaint to this scheme for a further decision.

If you have any complaints about the way we use your personal information, or require more information about our privacy policy please look at our website or ask for a printed copy.