



Wright Marshall

— Estate Agents —

Complaints Handling Procedure

This document sets out the procedure which we will follow in dealing with your complaint.

Stage One:

1. We have appointed Nick Hale, 8 The Quadrant, Buxton, Derbyshire SK17 6AW Tel: 01298 23038 to deal with your complaint. If you have a question or would like to make a complaint, please do not hesitate to contact him.
2. If you have initially made your complaint verbally, whether face to face or over the telephone, please also make it in writing, addressed to Nick Hale at the address above. This is to ensure we fully understand your complaint and have a written record of it.
3. We operate a 3-day Service Level Agreement (SLA) for replying to all emails. We will acknowledge receipt of your written complaint, and respond to any subsequent email correspondence, within 3 working days.
4. The first stage of our complaints handling procedure will involve full consideration of your complaint by Nick Hale on behalf of the Company. We will try to resolve your complaint to your satisfaction. If you are happy with the outcome of Nick Hale's investigation into your complaint, the matter will conclude.
5. We will consider your complaint as soon as possible and provide you with a full response, or if that is not possible, an update on what is happening with your complaint, within 28 days.

Stage Two:

1. However, if we cannot agree on how to resolve your complaint after 12 weeks, you will have the option to take your complaint to the final stage of our complaints handling procedure, which is:

Ombudsman Services: Property

PO Box 1021, Warrington WA4 9FE

T: 0845 050 8181

F: 0845 051 1213

E: enquiries@os-property.org

W: www.os-property.org