



### Complaint Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

#### **The Property Ombudsman Ltd**

**Milford House**

**43-45 Milford Street**

**Salisbury**

**Wiltshire**

**SP1 2BP**

**01722 333 306**

[www.tpos.co.uk](http://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.



## 1. Introduction

We always aim to provide a high standard of care in all our services. Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services it is important that you let us know.

## 2. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

## 3. Who can complain

Anyone affected by the way Saltsman & Co provides services can make a complaint.

A representative may complain for the affected person if they:

- have died
- cannot make a complaint themselves, or
- have given consent for the representative to act on their behalf

## 4. How you can make a complaint

You can complain:

- in person
- by telephone
- through a member of our staff

where someone complains orally we will make a written record and provide a copy of it within 3 working days

- by letter
- by email

## 5. Anonymous complaints

We deal with anonymous complaints under the same procedure; however it is better if you can provide contact details so we can tell you the outcome of our investigation.



## 6. Responsibility

The Office Manager has overall responsibility for dealing with all complaints made about their service.

We will provide as far as is reasonably practical, any help you need to understand the complaints procedure.

## 7. How we handle complaints

The Office Manager will investigate the complaint. That person will have enough seniority and experience to deal with the issues raised by the complaint.

We will acknowledge a complaint within 3 working days and give you the name and contact details of the person investigating it. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

We will keep you informed about the progress of the investigation. We aim to have all complaints finished within 28 working days unless we agree a different time scale with you.

When we have finished investigating, we will arrange to discuss the outcome, and write to you with:

- details of the findings;
- any action we have taken; and
- our proposals to resolve your complaint.

## 8. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than six months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

## 9. Further steps

At any stage during the process, if you are not happy with the way the service is dealing with your complaint you can contact a director of Saltsman & Co.

Once we have dealt with your complaint, if you are not happy with the outcome you can refer your complaint to the Property Ombudsman and ask for it to be reviewed. The Property Ombudsman provides a free independent service.