



EDWARD KNIGHT

ESTATE AGENTS

Residential Estate Agency In-House Complaints Procedure

We are a member of The Property Ombudsman and we aim to provide the highest standards of service to all our Residential Estate Agency customers. In order to ensure that your interests are safeguarded, we have a complaints process, which we will follow when 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 branch level.

Stage One – Branch Manager

If you wish to make a complaint, in the first instance you should write to the Branch Manager who will acknowledge the complaint within 3 working days, enclosing a copy of this procedure. You should include as much detail as possible. A formal written outcome of their investigation will be sent to you within 15 working days of sending the acknowledgement letter.

Stage Two – Managing Director

If the Branch Manager is unable to resolve the situation, you may refer it to the Managing Director for review. We request that you send a written summary of your complaint to the Managing Director. The Branch Manager will provide you with the Managing Directors name and a contact address or email in order for you to contact them.

The Managing Director will investigate the issues raised. They 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 15 working days from receipt of your request to review, the Managing Director will set out in writing our 'final viewpoint' on the matter.

Stage 3 - The Property Ombudsman

After you have received a response from the Managing Director and you remain dissatisfied (or more than 8 weeks has elapsed since the complaint was first made), you can within 12 months contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP

T: 01722 333 306 W: www.tpos.co.uk

Please note you will need to submit your complaint to The Property Ombudsman within 12 months of the date of 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.



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