

# Clarke Holland

Complaints Handling Procedure for Estate Agency, Lettings and Property Management Clients

## Introduction

This document sets out the Clarke Holland Limited formal written complaints procedure for handling complaints speedily and fairly for those customers of the Estate Agency, Lettings or Property Management Departments.

Whilst every effort is made to ensure that our resolution by Clarke Holland is compliant with The Property Ombudsman, if you feel we have not satisfied these requirements, then we (Clarke Holland Limited) will follow the procedure detailed here to try and ensure your query is fully resolved.

If we are unable to resolve your query to your satisfaction this document also explains the process to apply to a third party adjudicator, The Property Ombudsman.

## 1. Initial Contact

If you have a complaint this can be raised with a member of staff who will try to resolve your problem. If they are unable to resolve to your satisfaction the matter at instantly be raised to the branch manager who will look into the matter.

If you send in a written complaint this will be recorded and where appropriate, contact will be made within 48 hours (2 working days) by the Complaints officer (Please refer to contacts at the end of this document) in the form of an acknowledgement letter to the address stated as your main residence.

You will also receive in the post a copy of the procedure to refer the complaint ultimately to The Property Ombudsman Scheme.

## 2. Investigation

Depending on the nature of the complaint a full investigation will be arranged within the areas where Clarke Holland Limited has provided a service.

We will respond in writing within 14 working days through a letter to the registered correspondence address of the progress of the complaint and our findings and/or advise if the process of investigation will take longer.

We would expect to respond no later than 14 working days from the date of the initial letter from you.

There may be exceptional circumstances where we are unable to respond within 14 working days, but we will keep you fully informed of progress either through telephone, e-mail or letter, you will receive a response at the very latest within eight weeks.

The final decision will be sent to you in an e-mail or letter to the registered address, as appropriate.

This will give you a breakdown of the issues and the resolution to each point raised by you in as much depth possible. This will give you an understanding of our 'take' on each point and if there are misunderstanding this can be rectified.

### **3. Response**

If you are not satisfied with the final outcome, you may refer the complaint to The Property Redress Scheme.

We will cooperate fully with the independent adjudicator during the resolution investigation and comply with any decision.

### **4. Contacts**

Clarke Holland Complaints Handling  
7 Laburnum Terrace  
Ashington  
NE63 0XX

Email: [complaints@clarkeholland.com](mailto:complaints@clarkeholland.com)  
Telephone 01670 85 50 50