

## **Complaints Procedure**

In the light of our commitment to Customer Service, and in accordance with guidelines of our membership of Safeagent and The Property Ombudsman, we are pleased to offer the following official complaints procedure.

If you have a complaint, which has not been satisfied at local office level, please follow the procedure set out below.

- (1) Stephanie Prior, Company Director, has been appointed to deal with complaints and you should write to her marking your letter Private & Confidential at the following address: Choices, 99 Brighton Road, Redhill, Surrey, RH1 6PS or email [stephanieprior@choices.co.uk](mailto:stephanieprior@choices.co.uk).
- (2) Whilst every effort would be made to satisfy your complaint orally, investigations into each matter, possibly with several individuals, do require that complaints are made in writing in order that a full reply can be made. Choices will always try and satisfy your complaint directly as efficiently as possible. This is of course in both our interests.
- (3) On receipt of your written summary of the complaint, we will contact you within three working days to acknowledge receipt and inform you of our understanding of your complaint. You will be given the opportunity to respond with any additional comments you may have in relation to this.
- (4) Within fifteen working days of receipt of your written summary, you will be written to by the person dealing with your complaint and informed of the result of the investigation into your complaint and what actions have been or will be taken.
- (5) If during the intervening period negotiations follow to try and resolve the complaint then the 15 day period for a final reply can be extended by mutual written agreement.
- (6) Choices are members of the Property Ombudsman (formerly OEA) at Milford House, 43-55 Milford Street Salisbury Wiltshire SP1 2BP and should we be unable to satisfy your Complaint you are able to contact them direct once this complaints procedure has been exhausted for arbitration, which is a free to use service, and Choices must abide by their decision. TPO will only consider complaints raised with them within 12 months of your last communication with Choices

