

IN-HOUSE COMPLAINTS 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.

Initially, please discuss your concerns with the manager of the branch you have been interacting with as this may provide the fastest solution.

However, if this does not resolve the matter, please put your complaint in writing to our appointed Director, Jon Hadfield, either by email to jon@rolfe-east.com or by post to

Rolfe East

18-19 The Mall

Ealing W5 2PJ

When you complain please ensure the following is included:-

- 1) The specific nature of your complaint
- 2) What action you would like Rolfe East to take as a result of your complaint
- 3) All documentation, any other evidence, relating to your complaint

What will happen next?

- We will send you a letter, or email, 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 appointed director 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.
- Our response will detail what Rolfe East proposes to do to resolve your complaint and/or whether any further information is required to allow complete investigation
- 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 further 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. Naturally, our aim is that all complaints should reach a mutually agreeable outcome following investigation, review and determination of our final position.

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 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.

Also, please note that Rolfe East are Licensed Estate Agents, being members of Propertymark and following their code of conduct. If you are still dissatisfied and believe there has been a breach of this code then you may also complain to

Propertymark

Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG

01926 496 800

help@propertymark.co.uk