



Complaints procedure at Chatterton Rees

Our Customer Complaints Procedure

We are a member of The Property Ombudsman Service (TPOS) and aim to provide the highest standard of service to all our customers. In order to ensure that your interests are safeguarded, we have put into place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

You may find below our guidance for making a complaint in relation to:

- Estate Agency
- Residential Lettings & Property Management

Residential Estate Agency - making a complaint

Stage One - Branch Manager

All complaints should, in the first instance, be directed to the manager of the branch you have been dealing with. They will endeavour to resolve your complaint as soon as possible, otherwise no later than five working days from when they received notification of the issue.

Stage Two - Area/Regional Partner

If you remain dissatisfied, you may then further your complaint in writing to the Area/Regional Partner responsible for the branch in question; the Branch Manager will supply you with their name and contact details. Where necessary, if the situation remains unresolved, we recommend that the issue is raised within one month of completing Stage 1.

Your escalation will be acknowledged within three working days of receipt and the Area/Regional Partner will work with you to try and resolve any issues raised as promptly as possible. A written response to summarise any investigations and steps taken will be sent within fifteen working days.

Stage Three - Customer Relations Manager

If you remain dissatisfied and wish to further escalate your complaint, you may write to the Customer Relations Manager at the address below, or via info@chattertonrees.co.uk. Your letter will be acknowledged within three working days of receipt and a full review of your complaint will be undertaken, including how it has been handled to date, which may include further investigations into the background of your concerns. Within fifteen working days the Customer Relations Manager will detail their findings and recommendations in a written response to you, to confirm our 'final viewpoint' on the matter.



Customer Relations Manager
Chatterton Rees,
173 New Kings Road,
London
SW6 4SW

Stage Four - The Property Ombudsman

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the final viewpoint letter alongside a link to The Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 12 months of the date of the final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure has been exhausted.

Residential Lettings & Property Management - making a complaint

We are a member of The Property Ombudsman Service (TPOS) and we aim to provide the highest standards of service to all our Residential Lettings and Property Management customers.

In order to ensure that your interests are safeguarded, we have put into place a complaints procedure which we will follow in 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 or within the Property Management Centre.

Stage 1 – Lettings Branch Manager or Property Manager

All complaints should, in the first instance, be directed to the Manager of the Branch or the Property Manager of the Property Management Team you have been dealing with.

The manager will endeavour to resolve your complaint within 5 working days.

Stage 2 – Area Director or Area Team Manager

Should your complaint remain unresolved, you may refer it to the Area Director or Area Team Manager responsible. We request that you send a written summary of your complaint to the Area Director or Area Team Manager, within one month of receiving the Branch Manager/Property Manager's response.

They will acknowledge your complaint within 3 working days of receipt and provide you with a written response within 15 working days.



Stage 3- Company Final View Point – Managing Director/Customer Relations Adviser/Divisional Lettings Director or Divisional Team Manager

Should the concerns you raised still remain, or if you are dissatisfied with any aspect of our handling of your complaint, you may write to the Managing Director/Customer Relations Adviser /Divisional Lettings Director/Divisional Team Manager:

Residential Lettings
173 New Kings Road,
London
SW6 4SW

Or via info@Chattertonrees.co.uk

We will acknowledge your complaint within 3 working days of receipt and will investigate the issues raised. We 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 letter, the Managing Director/Customer Relations Adviser /Divisional Lettings Director/Divisional Team Manager will set out in writing the findings and recommendations as a 'final viewpoint' on how it is believed your complaint can be resolved.

Stage 4 – The Property Ombudsman

After you have received a response from the Managing Director/Customer Relations Adviser /Divisional Lettings Director/Divisional Team Manager, if you are not satisfied with the proposed resolution you may approach The Property Ombudsman Service (TPOS).

Details of how to do this are contained within the final view point letter alongside a link to the TPOS consumer guide at www.tpos.co.uk. Please note that if you do wish to contact TPOS, you must do so within 12 months of the date of the final viewpoint letter.

It is also important to note that TPOS will not consider your complaint until our internal complaints procedure has been exhausted.