

## Making a sales complaint

Reeds Rains, STOBART & HURREN LIMITED is a member of The Property Ombudsman Scheme (TPOS) and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded and to make sure we put mistakes right, we have the following complaints process.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases issues can be resolved quickly and amicably to customers' satisfaction by our branch colleagues.

### Stage One – Dominique Porter - Lettings Manager

Complaints should, in the first instance, be directed to Dominique Porter, Lettings Manager. They will acknowledge your complaint in writing, within 3 working days, in line with this procedure and then endeavour to liaise with you to resolve your complaint immediately but no later than 15 working days from our letter of acknowledgement.

The email address to write is - [Wroxham@reedsrains.co.uk](mailto:Wroxham@reedsrains.co.uk)

### Stage Two - Kerry Stobard - Director

If, after you have dealt with the Franchise Director, you remain dissatisfied, you can request a review of your complaint, in writing. Once received your complaint will be reviewed and we will send you a final viewpoint response in writing within 15 working days from receipt of your request for a review. If longer is required you will be notified in writing with an explanation and indication of the timescale.

The email address to write to is – [kerry.stobard@reedsrains.co.uk](mailto:kerry.stobard@reedsrains.co.uk)

### Stage Three – The Property Ombudsman Service

If you still remain dissatisfied with the outcome of your complaint after dealing with the local branch and, Andrew Cronshaw, or 8 weeks has elapsed since the complaint was first made, you may approach the Property Ombudsman without charge.

Details of how to contact the Property Ombudsman will be contained within the final viewpoint letter sent as the final response to your complaint. Information can also be found online at [www.tpos.co.uk](http://www.tpos.co.uk) or email [admin@tpos.co.uk](mailto:admin@tpos.co.uk).

For your information:

- You must make your complaint to the Property Ombudsman within 12 months of the date of our final viewpoint letter.
- The Property Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our final viewpoint letter.
- The Property Ombudsman recommends paying any outstanding fees on a "without prejudice" basis to avoid late-payment charges and/or further action.

## Making a lettings complaint

Reeds Rains, STOBART & HURREN LIMITED is a member of The Property Ombudsman Scheme (TPOS) for lettings and we aim to provide the highest standards of services to all our customers. To ensure that your interests are safeguarded we have the following complaints procedure in place.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases we hope that any issues can be resolved quickly and amicably to customers' satisfaction by our branch colleagues.

### Stage One – Dominique Porter - Lettings Manager

Complaints should, in the first instance, be directed to Tracey Lambert, Branch Manager. They will acknowledge your complaint in writing within 3 working days (excluding weekends and public holidays) of receipt, in line with this procedure and then endeavour to liaise with you to resolve your complaint as quickly as possible, but no later than 15 working days from our letter of acknowledgement.

The email address to write is - [Wroxham@reedsrains.co.uk](mailto:Wroxham@reedsrains.co.uk)

### Stage Two – Kerry Stobard - Director

If, after your response from the Branch Manager you remain dissatisfied, you may address your concerns, in writing, to Andrew Cronshaw. Once received your letter will be acknowledged within 3 working days, (excluding weekends and public holidays), and you will receive a response within 15 working days from receipt of your letter. If a longer timeframe is required you will be notified in writing with an explanation and indication of timescale.

The email address to write to is – [kerry.stobard@reedsrains.co.uk](mailto:kerry.stobard@reedsrains.co.uk)

### Stage Three – The Property Ombudsman Service

If you still remain dissatisfied with the outcome of your complaint after dealing with the local branch and Andrew Cronshaw, or 8 weeks has elapsed since the complaint was first made, you may approach the Property Ombudsman without charge.

Details of how to contact the Property Ombudsman will be contained within the final viewpoint letter sent as the final response to your complaint. Information can also be found online at [www.tpos.co.uk](http://www.tpos.co.uk) or email [admin@tpos.co.uk](mailto:admin@tpos.co.uk). Full contact information for The Property Ombudsman is as follows:

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

For your information:

- You must make your complaint to the Property Ombudsman within 12 months of the date of our final viewpoint letter.
- The Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our final viewpoint letter.
- The Property Ombudsman recommends paying any outstanding fees on a "without prejudice" basis to avoid late-payment charges and/or further action, but is not a requirement for you to pay an outstanding fee before it can be referred to the Ombudsman.