



COMPLAINTS PROCEDURE

Simon Heal Estate Agents prides itself on the level of its customer service. However, occasionally things do go wrong, and you may need to complain. Please see our complaints procedure below.

Residential Estate Agency - Making a complaint

Information for Customers

Simon Heal Estate agents are registered with The Property Ombudsman (TPOS) and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

Stage One - Branch Manager

All complaints should, in the first instance, be directed to the Manager of the Branch you have been dealing with; this can be done by arranging a pre formal consultation meeting. The Branch Manager will listen to and discuss your proposed complaint and will endeavour to resolve your complaint immediately.

Stage Two – Written Form of Complaint

If you are unable to agree a resolution at the pre formal consultation meeting you should, within one month of the meeting, submit your complaint in written form to the Branch Manager. You will receive a formal written response within Fourteen days of receipt of your letter. The response will set out the Branch Managers position and any proposed resolution.

Stage Three - Head of Sales

If you remain dissatisfied, you may then further your complaint, which must be in writing, to the Head of Sales responsible for the Branch in question. You must write to them within one month of receiving the Branch response. The Branch manager can supply you with the details of the appropriate person. They will acknowledge your complaint within three working days of receipt of your letter and provide you with a full written response within fourteen working days.

Stage Four– Company Director

If you remain dissatisfied, you may address your concerns in writing to the Company Director within one month of the response from the Head of Sales. Your letter will be acknowledged within three working days of receipt and you will be provided with a final view written response on behalf of the Company within Fourteen working days of receipt of your letter. The Company Director is Simon Heal 8 Badcox Frome BA11 3BQ

Stage Five - The Property Ombudsman

After you have received a response from the Company Director, you may approach the Ombudsman if you are not satisfied with the response given. Details of how to do this are contained within the final view point letter, The Property Ombudsman Consumer Guide or online at <http://www.tpos.co.uk> Please note that you must do so within six months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.

General Information regarding your complaint

Stage one

Please be as accurate as possible and openly discuss your issue, the basis of your complaint and what you feel Simon Heal Estate Agents should do in respect of your complaint. The meeting will normally be held in private in the branch involved. On the very rare occasion we receive a formal complaint we have normally been able to resolve the issue by discussing the issue and finding a swift resolution. Please be polite and respect the position of the Branch Manager, our staff have the right to work in a peaceful, non-violent or threatening environment and no abusive language or behaviour will be tolerated and the Branch a Manager reserves the absolute right to terminate the meeting at any point if they feel in anyway intimidated or threatened.

Stage two

Please be as precise with your facts as possible and accurately set out in writing the reason for your complaint and what resolution you feel is possible from Simon Heal Estate Agents. Naturally you can make your written submission as long and detailed as possible, all you have to write will be considered.

Stage three

Please set out in writing precisely why you feel your complaint has not been satisfactorily dealt with by either stages one or two and how you feel Simon Heal Estate Agents have failed to resolve your complaint satisfactorily and what you consider Simon Heal Estate Agents could do to resolve your complaint satisfactorily.

Stage Four

Please set out in written form why you are not satisfied with the results of stages one to three, the precise nature of your complaint and how you feel Simon Heal Estate Agents can resolve your complaint.

Stage Five

Please follow the guidance as listed above

Points to consider when making your complaint.

Simon Heal Estate Agents are;

Acting as agents for sellers and may not have authority to make final or binding decisions.

Not able to accept or decline offers without authority from the seller

Not generally owners of the property being sold, you will have been notified on the memorandum of sale if this is the case.

Not responsible for services provided by third parties i.e. conveyancers, solicitors, surveyors, lenders, financial advisors or others.

Not responsible for time scales in connection with transactions where a seller or buyer may fail to hit a target deadline.

Simon Heal Estate Agents are proud to be an independent firm and although members of The Property Ombudsman Scheme (TPOS) still respect and uphold the same values of customer service and commitment which have been in place since 1988 when the company first started trading, the views of Simon Heal Estate Agents may not strictly follow the guidelines of TPOS but they there is no legal obligation for them to do so. We respect buyers and sellers equally and trade in a fair and ethical fashion.

Service of documents

For the benefit of all concerned Simon Heal Estate Agents **DO NOT ACCEPT** service of documents in relation to the complaints procedure by email

Company information

Simon Heal Estate Agents is a trading name of Simon Heal Limited whose registered office is 8 Badcox Frome BA11 3BQ. Company registration number 12345678 registered in England and Wales