

CLARKE | MUNRO

ESTATE AGENTS

IN- HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward.

If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

What will happen next ?

Stage 1 – Your complaint

Please put your complaint in writing either by letter or email and address it to:- Mrs Wendy Clarke or Mrs Nicola Munro (Partners at Clarke Munro)

Please include as much detail as possible, outlining all issues you would like considered, including dates, names of any members of staff you dealt with, and where you able to enclosing / attaching any supporting evidence.

Email : wendy.clarke@clarkemunro.com - Nicola.munro@clarkemunro.com

Stage 2 – Our Acknowledgement

Your complaint will be acknowledged within 3 working days of receiving it and we will start our In House complaints process.

Stage 3 – Our Investigation

Your complaint will be investigated within 15 working days of receipt and a Partner of the firm will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

Middlesbrough Office:

75-77 Borough Road
Middlesbrough
TS1 3AA
Tel: 01642 245 796

Billingham Office:

65 Queensway
Billingham
TS23 2LU
Tel: 01642 361 111

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Stage 4 – Our Final Investigation

If you remain unhappy, your subsequent complaint will be investigated within 15 working days of receipt and a Partner of the firm will provide a written response outlining our final position and proposing resolutions where appropriate.

Stage 5 – The Property Ombudsman

Should you remain dissatisfied after receiving our final view point letter, you can refer your complaint to :-

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP

Tel : 01722 333307

www.tpos.co.uk

You must refer your complaint to the Property Ombudsman within 12 months of the date of our final view point letter.

If we have not addressed your complaints within 8 weeks, you can refer your complaint to the Ombudsman no charge will be made for any complaint we handle.



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