

COMPLAINTS PROCEDURE Estates LTD

If you have any concerns regarding the service received during your time with Poole Townsend please contact the office in the first instance. If we are unable to resolve the problem please direct your complaint to **Mrs Angela Cornthwaite MNAEA Head of Property** who has overall supervision to this matter and is responsible for client care issues.

You can contact Angela:

Post 69-75 Duke Street,
Barrow-in-Furness, LA14 1RP

Email acornthwaite@pooletownsend.co.uk

Telephone ... 01229 588111

What will happen next?

1. We will endeavour to resolve a verbal complaint when it is initially made, however, where this is not possible it will be handled in line with the full complaints process outlined in stages 2-7 below.
2. We will send you a letter or email acknowledging receipt of your complaint within a maximum of two working days of us receiving the complaint, enclosing a copy of this procedure.
3. We will then investigate your complaint. This will normally involve reviewing your file and speaking to the member of staff who acted for you. If your complaint relates to a matter where the file has been closed we may need to obtain your file from our archive storage facility, which may take 1-2 working days.
4. We will send you a detailed reply to your complaint, including our suggestions for resolving the matter, within 2 weeks of sending you the acknowledgement letter in line with our regulators stipulations
5. At this stage, if you are still not satisfied, you should contact us within 7 calendar days and we will arrange for a partner who has not had any dealing with your matter to review the initial decision.
6. We will write to you within a further 7 calendar days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If we have been unable to settle your complaint using our internal complaints process you have a right to complain to the Legal Ombudsman, an independent complaints body, established under the Legal Services Act 2007, that deals with legal services complaints. You have six months from the date of our final letter in which to complain to the Legal Ombudsman.

Legal Ombudsman:

Post PO Box 6806, Wolverhampton, WV1 9WJ

Email enquiries@legalombudsman.org.uk

Website www.legalombudsman.org.uk

Telephone ... 0300 555 0333

We also have an obligation to give you the name and web address of an Alternative Dispute Resolution (ADR) approved body which would be competent to deal with your complaint, should both you and we wish to use the scheme.

Please note, we have subscribed to The Property Ombudsman Scheme <https://www.tpos.co.uk/> for any complaints that we are not able to resolve in relation to estate agency and lettings matters. You have the right to complain to the TPO once you have received our final response letter, and you remain unhappy, or if eight weeks have passed since you first complained and the issues remain unresolved.

Objecting to your bill(s) You may have the right to object to our bill by applying to the court for an assessment of the bill under Part III of the Solicitors Act 1974.

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Non-payment of our bill(s) You should be aware that the firm may be entitled to charge interest if all or part of our bill(s) remain unpaid.

***If we have to change any of the timescales above, we will let you know and explain why.**