

## Grace & Rose Estate Agents Complaints Handling Policy

Grace & Rose Estate Agents are a Member of The Property Ombudsman and aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced.

This provides for the matter to be dealt with internally by our Customer Care Director and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.

1. If you believe you have a complaint, please write in the first instance to our Customer Care Director at the address shown below or email [property@graceandrose.co.uk](mailto:property@graceandrose.co.uk) :

Customer Care Director  
Grace & Rose Estate Agents  
1<sup>st</sup> Floor South  
92c High Street  
Billericay  
Essex CM12 9BT

2. Your complaint will be acknowledged either by email or by post within 3 working days, enclosing a copy of this procedure.
3. The matter will be investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of sending the acknowledgment email or letter.
4. If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed in person by our Managing Director at the address shown above.
5. If you do not want a meeting or it is not possible please inform our Customer Care Director and we will arrange for our Managing Director to contact you by phone to discuss our initial investigation results.
6. This phone call conversation will be documented and sent to you along with confirmation of our final position on your complaint and explanation of our reasons, within 15 working days of receiving your request for a review.
7. In the event that our final position as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to The Property Ombudsman.
8. We will submit our file to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matter promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.
9. You will need to bring a complaint to The Property Ombudsman, at the address shown below, within 12 months of receiving our final position written response including any evidence to support your case.
10. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review. .

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire SP1 2BP  
Tel: 01722 333306