

# Complaints Procedure

HES Residential 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 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 at branch level.

## **Branch Contact and Branch Managers of Estate Agency and Allied Matters, Accounts and Property Management;**

Ms Catherine Spicer, 11-15 High Street, Bookham, KT23 4AA 01372 455244

Mr Philip Mahne, 11-15 High Street, Bookham, KT23 4AA 01372 455244

Mrs Jackie Osborne, Manager, Apex House, 10 West Street, KT18 7RG 01372 727257

Ms Stephanie Collins, Manager, 1 Grove Road, SM1 1BB, 020 8642 2266

## **Stage One – Branch Manager or Branch Contact**

Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the Branch contact or Manager of the estate agency branch you have been dealing with. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. Only written complaints will be dealt with under this procedure and they will endeavour to liaise with you quickly and resolve your complaint promptly. A formal written outcome of our investigation will be sent to you no later than 15 working days of sending the acknowledgement letter.

## **Stage Two – Senior Management**

Should the local Branch Contact or Manager not be able to resolve your complaint to your satisfaction, you can refer the matter to the Managing Director, Lawson Hewett, 11-15 High Street, Bookham, KT23 4AA, who will respond within 15 working days of receiving your request for a review. They will confirm our final viewpoint on the matter.

**The address to write to is:**

**Huggins Edwards & Sharp, 11-15 High Street, Bookham, KT23 4AA**

## **Stage Three – The Property Ombudsman**

If you still remain dissatisfied with the outcome of your complaint after dealing with the Director, and once you have received a Final Viewpoint letter from the Director, you may approach The Property Ombudsman.

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).

You must make your complaint to The Property Ombudsman within 6 months of the date of our Final Viewpoint letter.

The Property Ombudsman will not consider your complaint until our internal complaint's procedure has been exhausted and you have received our Final Viewpoint letter.