

Claire Sheehan Estate Agents - Customer Complaints Procedure

We strive to deliver the highest standards of customer service and customer satisfaction. If you are not happy – we are not happy.

Unfortunately, sometimes things go wrong, despite our best efforts because after all, we are all human!

If you have a complaint about our company, we want to hear about it and we will do our best to put it right.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively
- To ensure that all complaints are handled in a consistent manner
- To increase customer satisfaction
- To use complaints constructively, learning and improving from them services.

Who can complain?

Anyone who is:

- Receiving a service from Claire Sheehan Estate Agents
- Caring for someone who has a complaint
- Has been refused a service which they think they may need

How to complain

Please speak to any member of the team if you have any problems or concerns and they will endeavour to put things right.

If you feel your complaint should be addressed by Claire Sheehan – the business owner, then this will be passed on and you will be contacted within 48 hours whenever possible.

If your complaint needs time to investigate then we will advise you of the expected timescale and report back accordingly.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

How to make a formal complaint

Write down your complaint and send it to us.

Remember to state what your complaint is about and what you would like us to do about it.



Please address your complaint to:

Claire Sheehan
Claire Sheehan Estate Agents
Suite 3, Hawkstone House,
Valley Road, Hebden Bridge,
HX7 7BL.

claire@clairesheehan-estateagents.co.uk

What Happens Next?

You can contact TPO - The Property Ombudsman if you remain dissatisfied after our full review. We are members of The Property Ombudsman Scheme, a free, fair and independent service for buyers, sellers, tenants and landlords of property in the UK.

Please quote our membership number when contacting the Ombudsman -

Membership Number: D8899

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

01722 333 306 admin@tpos.co.uk www.tpos.co.uk

Please note the following: You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

We are also members of **Propertymark** who can deal with a complaint but cannot offer redress.

Propertymark
Arbon House
6 Tournament Court
Edgehill Drive
Warwick
CV34 6LG

help@propertymark.co.uk

01926 496 800

09/01/2023

