WILLCOCK AND WHITE T/A HOME SURVEYS HERTS

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 improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Stage 1—Your Complaint

Please put your complaint in writing either by letter or email and address it to The Office Manager. Please include as much detail as possible, including dates, names of any members of staff you dealt with and where you are enclosing/attaching any supporting evidence.

7 Hoddesdon Enterprise Centre, Pindar Road, Hoddesdon, EN11 0FJ

Email: hello@homesurveysherts.co.uk

Stage 2—Our Acknowledgement

Your complaint will be acknowledged and we will start our in house complaints process

Timescale

Within 3 working days of receiving your complaint

Stage 3—Our Investigation

Your complaint will be investigated and the office manager will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

Timescale

Within 15 working days of receiving your complaint

Stage 4—Final Viewpoint

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place by one of our company directors. This will outline our final viewpoint on the matter.

Timescale

Within 15 working days of receiving your request for a further review

Stage 5—The Property Redress Scheme

If our final viewpoint letter does not resolve matters (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Redress Scheme without charge.

The Property Redress Scheme
7th Floor Corn Exchange
55 Mark Lane
London
EC3R 7NE
0333 321 9418
www.propertyredress.co.uk
info@propertyredress.co.uk

Timescale

You must refer your complaint to the Property Redress Scheme within 12 months of receiving our final viewpoint letter

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Property redress scheme.
No charge will be made for any complaint we handle.