

GRANT ALLEN ESTATE AGENTS LIMITED

**The Property Ombudsman and our Customer Complaints
Procedure**

As a member of [The Property Ombudsman](#), Grant Allen Estate Agents Ltd adhere to their code of conduct for both Sales and Lettings.

To view the **Sales Code of Conduct** [click here](#). To view the **Lettings Code of Conduct** [click here](#).

Consequently, we have the following customer complaints procedure in place.

The purpose of the complaint's procedure is, to deal quickly and effectively with your grievance and, where possible, turn a potentially negative situation into a positive one through our care and attention.

Dealing with the Complaint

We always aim to provide a high level of service to our customers all the time. However, sometimes things can go wrong and, if this happens, we are committed to resolving matters promptly and fairly and, to this end, we have detailed our complaints process below.

The Complaints Process

Your relationship and your contract (if applicable as a Vendor or Landlord) is directly with the agency and we, as members of the Property Ombudsman, adhere to their code of conduct to meet their level of customer service to ensure excellent customer service and to protect our brand name. If you have a complaint, then please follow the below steps:

- **Step 1:** Please write either by letter to our office at **Grant Allen Estate Agents Ltd, 38 Orsett Road, Grays, RM17 5EB, Essex** or by Email to **grantallen@grantallen.com** with the details of your complaint, setting out clearly the reasons for your grievance(s) together with dates, names of any

agency staff members you dealt with and, enclose/attach any supporting evidence where necessary/appropriate.

- **Step 2:** We are required to acknowledge your complaint in writing (by letter or email) within **3 working days** of receiving it. We will then begin our in-house complaints process.

- **Step 3:** Your complaint will be investigated by our director **Grant Allen**, he will personally review your complaint and provide you with a formal written outcome of his investigation within **15 working days** of receiving your complaint.

- **Step 4:** Should you not be satisfied with this response, you may write back to us at the above address stating your reasons and, another review of your complaint will be undertaken by us resulting in a **“Final View”** which will be sent back to you within **14 working days** of the matter being escalated to us.

- **Step 5:** Should you still be dissatisfied after receiving our “final review” then you may refer your complaint against the agency in writing to the **Property Ombudsman** at the following address:- **The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP** or contact them via their website at 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 complaints procedure, before being submitted for an independent review.