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CLARKE & CRITTENDEN

Land & Estate Agents, Valuers and Surveyors

In-House Complaints Handling Procedure Consumer / Members of Public

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below, if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman (who will only investigate complaints that can't be resolved by the company itself).

What will happen next?

We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. Where your complaint is initially made verbally, you will be requested to send a written summary of your complaint to the person dealing with it.

We will then investigate your complaint. This will normally be dealt with by a senior member of the firm who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

The majority of issues will be resolved by this point, however, if, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by another senior member of staff. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

A person has been appointed in this office to deal with complaints, details are set out below:

Mr Ian Crittenden MRICS
Crittenden Commercial Limited
105 Station Road
Birchington
Kent CT7 9RE

Telephone: 01843 841123
Email: ian@clarke-crittenden.com

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:



The Property Ombudsman Ltd
Milford House, 43-45 Milford Street, Salisbury,
Wiltshire SP1 2BP
T: 01722 333306 W: 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.