

PHILLIPS & STUBBS

IN-HOUSE COMPLAINTS PROCEDURE

At Phillips and Stubbs we aim to deliver consistently high standards and we are committed to continually improving the service we provide. However, there may be times when our high standards are not met or are perceived as not having been met. We understand that without satisfied customers, our business cannot grow and we, therefore, welcome your feedback and comments if at any time you are not happy with our service. We want to resolve any problems you might have experienced as promptly and effectively as possible and your comments are invaluable in helping us to improve for the future. We believe that by responding positively to your comments we will not only retain our existing clients, but attract new ones as well.

In the first instance, if you are unhappy about any aspect of our service, please raise the matter with the member of staff concerned and he or she will try to resolve your complaint immediately involving the appropriate manager, if necessary. However, if the matter cannot be resolved on the spot, we would ask you to make a formal complaint in accordance with the following procedure:

- If you believe you have a complaint, please write in the first instance, including as much detail as possible, to Phillips & Stubbs, 47-49 Cinque Ports Street, Rye, East Sussex TN31 7AN. rye@phillipsandstubbs.co.uk Your complaint will be acknowledged in writing within 24 hours but no longer than 3 working day, enclosing a copy of this procedure.
- We will then investigate your complaint and this will normally be dealt with by either Jason Stubbs, Head of Residential Sales or Edward Gailey, Lettings Manager 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 receipt of the original complaint.
- If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by our Director, Martyn Stubbs at the same address. We will then write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge: **The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP 01722 333 306 admin@tpos.co.uk www.tpos.co.uk**

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

If neither Phillips and Stubbs or The Property Ombudsman have provided a satisfactory outcome to your complaint, you can at that stage refer your complaint to Propertymark, the leading membership body for professional property agents, who will then investigate where there is evidence that Phillips and Stubbs has breached the conduct and membership rules. The complaints process is set out at www.propertymark.co.uk



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COUNTRY

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