

Our Complaints Procedure

James Chiltern aims to provide a professional standard of service to all clients. To ensure that we maintain these standards and

treat clients fairly, we have a two-stage complaint procedure. We will always strive to deal with your complaint quickly at Stage One. However, if it is clear the matter will need a more detailed investigation, we will tell you and keep you updated on our progress.

Step 1

In the first instance, if the matter is unable to be resolved verbally, you should write to the member of staff who dealt with you, or

their manager, so that he or she has a chance to put things right. In your correspondence you should state the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within three working days of receipt. You should get a response and an explanation within 15 working days.

Step 2

If you are not satisfied with the initial response to the complaint, then you can write to 'The Manager' and ask for your complaint and the response to be reviewed. You can expect acknowledgement of your request within four working days of receipt and a response within 15 working days.

We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to investigate fully. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

If you feel the matter remains unresolved you need to address your complaint to 'The Director' at the office, who will investigate and respond with a final viewpoint.

Contact Propertymark

WE ARE MEMBERS OF PROPERTYMARTK

If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form. Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

01926 496 791 | complaints@propertymark.co.uk

<https://www.propertymark.co.uk/professional-standards/complaints/>

The Property Ombudsman (TPO)

In the unlikely event that you remain dissatisfied then you may refer the matter to The Property Ombudsman (TPO) at the following address:

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

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 complaints' procedure, before being submitted for an independent review.

Please contact James Chiltern for further information.