FENTONS
ESTATE AGENTS

OUR COMMITMENT

We are committed to providing a professional and high-quality service to all our clients and customers. If something goes wrong, we welcome the opportunity to put matters right. This easy-to-use-guide explains how to make us aware of your views so that we can address any concerns you may have, quickly and professionally.

HOW TO REPORT A COMPLAINT

Let us know what part of our service you are unhappy with. You can report your concerns to us by:

- Via phone
- In writing
- By post
- By email

We will aim to resolve any issues immediately, however if this is not possible then your concerns will be escalated to a manager who will investigate the matter.

Please Address Your Complaint To:

119 Connaught Avenue
Frinton-on-Sea
Essex
CO13 9PS
or
Phone: 01255 779810
Email: info@fentonsestates.co.uk

WHAT HAPPENS NEXT

1. Send you a written acknowledgement within three working days which will outline who is responsible for investigating the issues raised.

2. Collate as much information as possible and liaise with the various departments involved to establish all the facts.

3. Send a detailed response within fifteen working days, informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns however, you will receive a written explanation for the delay.

All complaints are kept confidential and will be dealt with in a fair and unbiased way. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed.
Should you have concerns in the meantime however, please contact the member of staff whose name appears on the letter of acknowledgement.

STILL NOT HAPPY?

If you remain dissatisfied after receiving our final response, or if more than **8 weeks** have passed since you first made your complaint, you may refer the matter our **independent redress scheme.**

We Are Members Of:

Membership No: T13636

The Property Ombudsman Ltd

Phone: 01722 333306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

You must refer your complaint to the redress scheme within 12 months of our final correspondence regarding your complaint.