

ARUN ESTATE AGENCIES LTD
COMPLAINTS PROCEDURE
SALES

1. Initially, please contact the relevant Branch Manager or Department Manager who will aim to resolve any grievances directly. If the complaint is about the Branch Manager or Department Manager, or you do not feel comfortable speaking to them, your complaint should be referred to the relevant Area Manager or Director whose contact details can be obtained from the branch.
2. All complaints will be acknowledged in writing within 3 working days, and a copy of this Complaints Procedure will be provided.
3. If the complaint was in writing, a written response will be provided within 15 working days. Telephone complaints may be dealt with by telephone if straightforward, however a written response will be provided for complex or multiple issues.
4. If your complaint remains unresolved at the branch and/or area level it should be escalated in writing to the Customer Support Department for the parent Company at the following address:

Arun Estate Agencies Ltd
First Floor, West Suite, Cottis House
Locks Hill, Rochford
Essex SS4 1BB
Tel: 01702 540802
Email: customer.support@arunestates.co.uk

The Customer Support Department will investigate your complaint referring to the records and conducting interviews with the relevant members of staff. They will also contact you if necessary. You will be advised of the outcome within 15 working days.

5. Further communication between you and the Customer Support Department may be necessary to resolve your concerns however, if an agreement cannot be reached, the Customer Support Department will issue a final viewpoint letter.
6. Once a final viewpoint letter has been issued, you may refer the matter to The Property Ombudsman within 12 months of the date of our final viewpoint letter. Their contact details are as follows:

The Property Ombudsman
Milford House, 43-55 Milford Street
Salisbury, Wiltshire SP1 2BP
Tel: 01722 333306
Fax: 01722 332296
www.tpos.co.uk