

## CUSTOMER COMPLAINTS PROCEDURE

**Stage 1** In the first instance, you should raise your complaint directly with your CB contact and copy in their Manager. Together they will acknowledge and reply to you within 3 working days. The Employee and Manager will work with you to help resolve the issue and a full response will be provided within 10 working days of the acknowledgment.

Payment of outstanding invoices must be made before any complaint can be considered in full. If, during the investigation of your complaint it is deemed that a refund/compensation is appropriate then this will be paid to you within agreed timescales.

**Stage 2** If you feel your complaint has not been resolved to your satisfaction at Stage 1, please contact the Senior Manager for the department you are dealing with. If Sales, please contact Mr Myles Moloney on [m.moloney@chasebuchanan.co.uk](mailto:m.moloney@chasebuchanan.co.uk) and if Lettings, please contact Mr Aiden Lynch on [a.lynch@chasebuchanan.co.uk](mailto:a.lynch@chasebuchanan.co.uk)

Either Senior Manager will make contact with you to offer an appointment to discuss the matter. They will try to identify an alternative solution asap and provide a response within 5 working days of their contact. They will offer an appointment to discuss the matter and provide a full response within 10 working days of the appointment. If the complaint is regarding a Manager, it will automatically be escalated to the Senior Manager. If the complaint is regarding a Senior Manager, it will be automatically be escalated to the Company Director.

**Stage 3** If stage 1 and 2 do not resolve the complaint sufficiently, please ask that it is escalated to Michael Peacock, Managing Director of Chase Buchanan. Michael Peacock will arrange to discuss further with you and internally try to resolve your complaint asap. He will provide a written and final response to this escalation within 15 days.

**Stage 4** If you are still not satisfied after the last stage of our in-house complaint procedure, then it may be appropriate for the matter to be referred to an independent third party without charge.

If you feel this would benefit you please contact;  
The Property Ombudsman Ltd, Milford House,  
43-55 Milford Street, Salisbury, Wiltshire SP1 2BP  
Phone: 01722 333 306 Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Web: [www.tpos.co.uk](http://www.tpos.co.uk)

**Please ensure all stages of our company complaints procedure have been followed in order to ensure your complaint is dealt with as swiftly as possible.**