

Ferndown Estates Limited

Complaints Procedure

We are a member of The Property Ombudsman Service (TPOS).

Our aim is to provide the highest standard of service to all our customers. In order to ensure that your interests are safeguarded, we have a process in place by which any raised complaints are handled. This allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

You may find below our guidance for making a complaint in relation to:

- Estate Agency
- Residential Lettings & Property Management

Residential Estate Agency - making a complaint

Stage One – Sales Manager or Director

All complaints should, in the first instance, be directed to the Sales manager you have been dealing with. They will endeavour to resolve your complaint as soon as possible. Their response should be no later than seven working days from when they received notification of the issue. If the issue is relating to an issue which refers directly to the actions of the Sales Manager, then the complaint shall be forwarded to the Directors/Owners for their attention.

Your complaint will be acknowledged in writing within four to seven working days of receipt of the complaint (where possible). The nominated Director/Owner will provide their name and contact details and will undertake a full review of your complaint as promptly as possible.

A written response will be provided within fourteen working days from the initial response letter being received. This letter will either confirm their final response on the matter, or in cases which require further investigation, will confirm a further period of time needed to provide their final response. This should never be any more than an additional fourteen working days.

Our address for any written complaints should be forwarded to:

Ferndown Estates Limited
32 Station Road
Marston Green
Birmingham
B37 7AU

Alternatively, complaint e-mails can be forwarded to: mail@ferndownestates.com

Stage Two - The Property Ombudsman (TPOS)

After you have received our final response to your letter or e-mail, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the final letter alongside a link to The Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk.

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 12 months of the date of the final letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure has been exhausted.

Residential Lettings & Property Management - making a complaint

We are a member of The Property Ombudsman Service (TPOS) and we aim to provide the highest standards of service to all our Residential Lettings and Property Management customers.

In order to ensure that your interests are safeguarded, we have put into place a complaints procedure which we will follow in dealing with your complaint. Our aim is to handle any issues or concerns as quickly as possible.

Stage 1 – Lettings Manager or Director

All complaints should, in the first instance, be directed to the Lettings Manager of the Property Management Team you have been dealing with. They will endeavour to resolve your complaint as soon as possible.

Their response should be no later than seven working days from when they received notification of the issue. If the issue is relating to an issue which refers directly to the actions of the Lettings Manager, then the complaint shall be forwarded to the Directors/Owners for their attention.

Your complaint will be acknowledged in writing within four to seven working days of receipt of the complaint (where possible). The nominated Director/Owner will provide their name and contact details and will undertake a full review of your complaint as promptly as possible.

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