



Oscars Estate Agents Limited – In House Complaints Procedure

1. We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward. If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks. We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Please put your complaint in writing either by letter or email and address it to:

Alisdair Bott-Francis
Oscars Estate Agents Limited,
211 – 213 Hull Road, Anlaby Common, Hull HU4 7RX

Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

2. Your complaint will be acknowledged in writing within 3 working days of receipt enclosing a copy of this procedure and we will start our in-house complaints process.
3. Your complaint will be investigated by a member of our team who will speak to the members of staff who dealt with you. We will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate, and this will be sent to you within 15 working days.
4. A complaint is normally resolved at this stage.
5. If you remain unhappy you will be given the opportunity to have the complaint reviewed by a further member of staff not directly involved in the complaint.
6. We will provide a written response outlining our final viewpoint and proposing resolutions where appropriate, and the outcome of the review will be sent to you within 15 working days of the review request.
7. Our in-house procedure ends at this stage.
8. If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

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

01722 333 306

admin@tpos.co.uk

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.