

# RESOLVING YOUR COMPLAINT

## COMPLAINTS PROCEDURE

Greene & Co.'s complaints procedure aims to:

- Be easily accessible, well-publicised and simple to use
- Explain clearly how a complaint will be dealt with and by whom
- Respect confidentiality
- Be impartial
- Make recommendations to avoid future complaints

## COMPLAINT HANDLING

Customer service is taken very seriously at Greene & Co. and in light of this we have a three stage complaints procedure in place:

### STAGE 1 INFORMAL

Wherever possible, complaints are dealt with quickly and informally. It is hoped the vast majority of complaints can be resolved at this stage.

An informal complaint can be made verbally, by email or in writing to the respective branch that you have transacted with (contact details may be found on our website). A person wishing to make a complaint should explain clearly what they are dissatisfied with, and what they wish Greene & Co. to do.

We will then investigate your complaint. This will normally be dealt with by the Manager/Senior who will review your file and speak to the member of staff who dealt with you.

### STAGE 2 FORMAL

If a customer is dissatisfied with the response to their initial complaint they can request that a complaint is dealt with formally.

A formal complaint needs to be made in writing to our Customer Care team, preferably by email [customercare@greene.co.uk](mailto:customercare@greene.co.uk). It should state what the customer wants Greene & Co. to do. We will then liaise with those relevant, to help resolve your concerns.

Where appropriate, an apology will be given to the customer and it may be that a previous decision will be reviewed. The response to a formal complaint will deal with all issues which the customer has raised and set out what Greene & Co. proposes to do. We will send a receipt

acknowledging your complaint within three working days of receiving it, enclosing a copy of this procedure. A written response will be provided in 15 working days. If this period is exceeded the customer will be informed as to why this is the case.

### STAGE 3 REVIEWS

If, after having received the response from Greene & Co. the customer remains dissatisfied, they can refer the complaint to either the Head of Lettings or the Head of Sales, preferably by email (contact details may be found on our website).

If the customer still remains dissatisfied, they can refer the complaint to the Property Ombudsman within twelve months.

For more information please read the TPO's Consumer Guide.

You can contact the TPO at:

#### The Property Ombudsman

Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Telephone: 01722 333306

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

E-Mail: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

#### Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, 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.