

Complaints Procedure Carter Remy

We are sorry that you wish to make a complaint and to resolve your complaint, initially please contact;

1. A senior sales consultant or department manager who will aim to resolve any issues.
2. If you do not feel comfortable speaking to them, your complaint should be referred to the relevant Manager or Director whose contact details can be obtained from the branch.
3. All complaints will be acknowledged in writing within 3 working days, and a copy of this Complaints Procedure will be provided.
4. 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.
5. If your complaint remains unresolved at the branch and/or partner/director level it should be escalated in writing to the managing director of the business (Les Carter) by letter to Cornwallis House, Howard Chase, Basildon, Essex SS14 3BB and a reply will be forthcoming within 15 working days.
6. Further communication between you and the managing director may be necessary to resolve your concerns however, if an agreement cannot be reached, the managing director will issue a final viewpoint letter.
7. 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