



Complaints Procedure Carter Remy

We are sorry that you feel the need to make a complaint about our business. At Carter Remy Estates, we take all concerns seriously and are committed to resolving matters promptly, fairly and transparently.

If you wish to raise a complaint, please follow the steps below.

Step 1 – Initial Complaint

In the first instance, please put your complaint in writing by email to our Sales Manager, who will investigate your concerns.

You will receive a full written response within 15 working days of receipt of your complaint.

If you are unsure of the correct email address, please speak with any member of our team who will be happy to provide you with the relevant contact details. Alternatively, the appropriate email addresses can be found on our website.

Step 2 – Escalation to Partner or Director

If you remain dissatisfied with the outcome of Step 1, you may escalate your complaint in writing to a Partner or Director of the company.

They will conduct a further independent review and provide a written response within 15 working days of receiving your escalation.

Again, if you require the correct contact details, these are available via our team or on our website.

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Step 3 – Final Review by Managing Director

If you are still not satisfied following Step 2, you may escalate your complaint to our Managing Director for a final review.

The Managing Director will carry out a full investigation and issue the company's Final Viewpoint Letter within 15 working days of receiving your escalation.

The Property Ombudsman

If you remain dissatisfied after receiving our Final Viewpoint Letter, you may refer your complaint to:

The Property Ombudsman

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

Tel: 01722 333306
Fax: 01722 332296
Website: www.tpos.co.uk

You must refer your complaint to The Property Ombudsman within 12 months of the date of our Final Viewpoint Letter.

Please note that The Property Ombudsman will not consider your complaint until our internal complaints procedure has been fully exhausted and our final view point letter has been provided to you.