

CROFT

CUSTOMER COMPLAINTS PROCEDURE

Here at Croft we are committed to providing a first class service based on trust and professionalism. Our aim is to provide you with a wonderful 'customer first' experience. However, we recognise that sometimes things can go wrong; and when something happens that you are not happy about, we need you to tell us about it. This will enable us to put the matter right and improve our standards.

Making a complaint

If you have a complaint, please get in contact with us straight away. Please put your concerns in writing, including as much detail as possible.

Next steps

Upon receiving your complaint we will respond in line with the timeframes as set out below:

- We will acknowledge receipt of your complaint within three working days of receiving it.
- We will conduct a thorough investigation of your complaint. A formal written outcome of our investigation will then be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (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.
- You will need to submit your complaint to The Property Ombudsman within 12 months of receiving your final viewpoint letter, including any supporting evidence.

***The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
Tel: 01722 333 306. Email: admin@tpos.co.uk Website: <http://www.tpos.co.uk>***

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

