

## ROBERT ELLIS AND COMPANY LTD TRADING AS ROBERT ELLIS ESTATE AGENTS Consumer Complaints Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We will 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

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

1. When writing, please address your complaint to the director responsible for the branch or department involved or any senior directors if you prefer.
  - Lettings/property management (all branches) Guy Hall, 11 Derby Road, Long Eaton, Nottingham NG10 1LU Tel. 0115 9466946
  - Long Eaton Sales Mark Philpott, 5 Derby Road, Long Eaton, Nottingham NG10 1LU Tel. 0115 9461818
  - Beeston Sales Philip Burton, 12 High Road, Beeston, Nottingham NG9 2JP Tel. 0115 9220888
  - Stapleford Sales Paul Sweeney, 32 Derby Road, Stapleford, Nottingham NG9 7AA Tel. 0115 9490044
  - Arnold Sales and Lettings Neill Millward, 78 Front Street, Arnold, Nottingham NG5 7EJ Tel. 0115 6485485

Please do not hesitate to contact the appropriate director.

2. Once we have received your written complaint, the **first stage** of our complaints handling procedure will involve the director responsible contacting you in writing within 3 working days; at this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
3. Within 15 days of receipt of your written summary, the director responsible will write to inform you of the outcome of his internal investigations to your complaint and let you know what actions we have taken or will take. This represents the **second stage** of our handling procedure. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of the director's investigation, the matter will conclude.
4. If you remain dissatisfied with any aspect of our internal handling of your complaint (or more than 8 weeks has elapsed since the complaint was first made) then you can request an independent review from The Property Ombudsman without charge. The contact details are as follows:

### The Property Ombudsman

33 The Clarendon Centre  
Salisbury Business Park  
Dairy Meadow Lane  
Salisbury  
Wiltshire  
SP1 2TJ  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Tel: 01722 333306  
Website: [www.tpos.co.uk](http://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 complaint procedure, before being submitted for an independent review.