

R**OBERT ELLIS AND COMPANY LTD**

**TRADING AS ROBERT ELLIS ESTATE AGENTS**

**Consumer** **Complaints** **Procedure** **&** **Business** **to** **Business** **Complaints** **Procedure**

In accordance with the Royal Institution of Chartered Surveyors regulations, Rule 7, in the event of cause for complaint against the directors or employees of Robert Ellis, the following procedure will apply:

This note sets out the procedure we will follow in dealing with any complaints:

1. If you have a question or if you would like to make a complaint, then please contact any of the senior directors of Robert Ellis, the director directly responsible for the branch or department will initially preside over the case.

* 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. If you have initially made your complaint verbally, whether face to face or over the telephone, please also make it in writing addressed to the relevant director. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.

3. 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.

4. 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.

5. If you remain dissatisfied with any aspect of our internal handling of your complaint then you will have the opportunity to take your complaint to the **third** **and** **final** **stage** of our complaints handling procedure. This involves provision for you to take your case to an independent third party resolution service should you wish to do so, in accordance with either:-

For consumer complaints:

Ombudsman Services: Property (formally known as the Surveyors Ombudsman Service)

This is free to consumers and can consider any consumer complaints. 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.

***ROBERT*** ***ELLIS*** ***&*** ***CO*** ***LTD*** ***22/01/25.1***