

## WHEN THINGS NEED SORTING OUT

We are committed to providing you with the highest level of service possible, but sometimes, things can go wrong. By letting us know when you have a problem, we can work with you to understand what's happened and put it right. This easy-to-use guide tells you how to make us aware of your views so that we can address any concerns you may have, quickly and professionally.

## HOW DO I REPORT A COMPLAINT?

The first thing you need to do is contact the Sales Director of the relevant Beresfords branch that you have experienced an issue with. You can report your concerns to us by phone, in writing by post, or you can send us an email.

**Rob Twitchett, Director of New Homes**  
**Beresfords Residential, 10 Springfield Lyons**  
**Approach, Chelmsford, Essex, CM2 5LB**  
**r.twitchett@beresfords.co.uk / 01245 447938**

## WHAT HAPPENS NEXT?

When we receive your complaint, we will:

- Send you a written acknowledgement within three working days.
- Collate as much information as possible and liaise with the various departments involved to establish all the facts.
- Send a detailed response within fifteen working days, informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns however, you will receive a written explanation for the delay.

All complaints are kept confidential and will be dealt with in a fair and unbiased way. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed. Should you have concerns in the meantime however, please contact the member of staff whose name appears on the letter of acknowledgement.

## STILL NOT HAPPY?

After receiving our response, if you feel your complaint has not been fully addressed by the Sales Manager, your complaint will be referred to our Operations Director, Mark Lawrinson.

Mr Lawrinson will acknowledge receipt of your complaint within three working days and undertake his own investigations. Where possible, a final response will then be issued within fifteen working days. If we are unable to respond to you within this timescale, we will contact you to let you know when we anticipate a resolution, and inform you of your right to appeal to a third party.

Following conclusion of the investigation carried out by Mr Lawrinson, if you still remain unsatisfied, then you can refer the matter onto our independent redress scheme, the Property Ombudsman.

They will then conduct a fully independent review of the matter but any referral made to them must be initiated within 6 months of the date of Mr Lawrinson's final written response back to you. Their contact details are as follows:

**Property Ombudsman Limited**  
**Milford House**  
**43 – 55 Milford Street**  
**Salisbury, Wiltshire**  
**SP1 2BP**  
**P: 01722 333306**  
**E: admin@tpos.co.uk**  
**W: tpos.co.uk**

## CONTACT PROPERTYMARK

**We are members of propertymark**

Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules.

If you feel your complaint has not been satisfactorily dealt with by ourselves and the Property Ombudsman, you can send your complaint to Propertymark. Go to Propertymarks website to download a complaint form.

Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

Their contact details are as follows:

**Regulation, Propertymark**  
**Arbon House, 6 Tournament Court**  
**Edgehill Drive**  
**Warwick**  
**CV34 6LG**  
**P:01926 496 791**  
**E:[complaints@propertymark.co.uk](mailto:complaints@propertymark.co.uk)**  
**W:[propertymark.co.uk/complaints](http://propertymark.co.uk/complaints)**