

### **Complaints Policy & Procedure.**

Anthony James Consultancy Ltd is committed to providing a high level service to our customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

To encourage this we have set a procedure for Complaints, so that you know the route to making your comments known and how we will receive this information and then respond.

- Please always put your concern to us in writing to us at: Anthony James Estate Agents, Charlotte House, 35-37 Hoghton Street, Southport, PR9 0NS or email: [complaints@ajestateagents.co.uk](mailto:complaints@ajestateagents.co.uk).
- When a complaint of any sort is received, we will record it for our information. You will receive an acknowledgement of your complaint within 3 working days by email/writing or by phone. This will act almost as a receipt.
- It may take time to investigate your complaint. If so then please be assured that your complaint is in hand and you will receive our comments and understanding of the situation normally within 14 days. Occasionally we will require advice from a third party. If we require additional time we will notify you of this accordingly.
- You will then be invited to a meeting in our offices to discuss and hopefully resolve your complaint.
- If you do not want to discuss the matter face to face, we will send you a detailed reply to your complaint. This will include our suggestions for resolving the matter if applicable or our final viewpoint of the complaint.
- If we must change any of the time scales above, as stated we will let you know and explain why and when you should expect a response.

If you are still dissatisfied the complaint can be referred to our Ombudsman, however any such referral must be made within six months of our final view. Complaints can be made online to

#### **The Property Ombudsman**

website <http://www.tpos.co.uk>.

Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
Tel: **01722 333306**  
email: [ombudsman@tpos.co.uk](mailto:ombudsman@tpos.co.uk)

A complaint needn't destroy, or even degrade, a relationship if dealt with correctly; in fact statistics state that if a complaint is given the right attention, the relationship is strengthened. Therefore it is essential that we make our policy of on-going improvement really clear, so that you, as a customer, can see your comments as a means of assisting the progression of our service.

Thank you.