



# WHEN THINGS NEED SORTING OUT... RESIDENTIAL SALES

## CUSTOMER COMPLAINTS PROCEDURE

We are committed to providing you with the highest standards of service. However, there may be occasions when our service falls short of your expectations. This easy to use guide is designed to help you make us aware of your views so we can address your concerns.

For the sale and purchase of residential property our Alternative Dispute Resolution (ADR) entity is The Property Ombudsman.

## WE CAN HELP

Tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. Putting your complaint in writing helps us to ensure we have understood all your issues and concerns, which in turn ensures we investigate them all fully and fairly.

### You can do this in one of three ways:

By emailing the details to  
**[complianceresidential@connells.co.uk](mailto:complianceresidential@connells.co.uk)**

or in writing to the following address  
**Estate Agency Compliance Department  
Connells Group  
Cumbria House  
16-20 Hockliffe Street  
Leighton Buzzard  
Bedfordshire  
LU7 1GN**

Alternatively by telephone on **01525 215 410**

Regardless of how we receive your complaint we will acknowledge receipt in writing within three working days.

- Your complaint will be allocated to a member of the Estate Agency Compliance Department.
- You will be advised, in our acknowledgment letter, who will initially be responsible for investigating your complaint.
- You will receive a written response within fifteen working days of the date of our acknowledgment letter.
- If further time is required to say, receive reports from a third party, you will receive a written explanation for any delay at the end of the fifteen working day timeframe.
- If for any reason a response is not received, please contact this department directly.
- If we do not hear from you within a further eight weeks from the date of our response we will assume the matter has been addressed and we will close our file.
- If you have any concerns during the complaints process please contact the member of staff whose name appears on the acknowledgment letter.

## STILL UNHAPPY?

- After receiving the initial response, and if you feel your complaint has not been fully addressed please let us know using the communication methods detailed overleaf.
- We will escalate your outstanding issue for a second and final review, at which time you will receive a further acknowledgment letter within three working days of receipt.
- Your concerns will then be considered by a member of the Estate Agency Compliance Department who has not been involved in the initial response to your complaint.
- Our second and final response will be issued in writing within fifteen working days of your request for a further review. If for any reason a response within the time frame detailed to you is not received, please contact this department directly.
- We expect that all complaint issues will have been raised and addressed at this stage and so our second response will be our final viewpoint.
- At the end of the final view point letter we will advise as to the next steps available to you.

## WHAT HAPPENS NEXT?

We are committed to ensuring all complaints are fully and fairly addressed. We respect your right to take any unresolved complaint to an appropriate third party for dispute resolution. Therefore in our final letter to you we will always confirm when a 'deadlock' situation has been reached, which signals that we have come to the end of our internal complaints procedure and that you may now progress your issues to our Alternative Dispute Resolution (ADR) entity which is The Property Ombudsman. Their details are as follows:

### The Property Ombudsman

Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire. SP1 2BP  
Telephone: 01722 333 306  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Website: <http://www.tpos.co.uk>

## PLEASE NOTE:

You should refer the matter forward as soon as possible after receiving our final response, but always within twelve months of the date of our 'deadlock' letter. You will need to complete our internal complaints procedure, before you raise your concerns with the Ombudsman.



Connells Residential is registered in England No: 1489613.  
Registered Office: Cumbria House, 16-20 Hockliffe Street,  
Leighton Buzzard, Bedfordshire LU7 1GN. **RESI/CON13/21/ALL**

