WHEN THINGS NEED SORTING OUT.

Oliver & Bailey
LETTINGS & PROPERTY MANAGEMENT

We are committed to providing you with the highest level of service possible. However, we understand that sometimes things can go wrong. If you have a concern or are unhappy with any aspect of our service, we encourage you to let us know.
By raising your concerns with us, we can better understand what has happened, address the issue and work towards putting things right as quickly and professionally as possible.
This easy-to-use guide explains how you can provide us with your feedback or make a complaint, ensuring that your concerns are handled fairly, promptly and effectively.

HOW TO RAISE A CONCERN?

The first step is to contact us and let us know which aspect of our service you are unhappy with. We encourage you to raise your concerns as soon as possible so that we can understand what has happened and work with you to resolve the matter.

You can contact us in any of the following ways:

BY POST:

OLIVER & BAILEY
29 CORNWALLIS STREET
HASTINGS
EAST SUSSEX
TN34 1SS

BY TELEPHONE:
01424 834 000

BY EMAIL:
ACACIA@OLIVERBAILEYLETTINGS.CO.UK

We will always aim to resolve your concerns promptly and, where possible, immediately. If we are unable to resolve the matter at the first point of contact, your complaint will be escalated to a manager for further investigation.

We will review your concerns carefully and keep you informed throughout the process, working to reach a fair and appropriate resolution

WHAT HAPPENS NEXT?

Once we receive your complaint, we will handle it promptly, fairly and professionally. Our complaints process is as follows:

- **Written acknowledgement: We will acknowledge your complaint in writing within three working days. Our acknowledgement will confirm who is responsible for investigating your complaint and will provide you with their contact details.**
- **Investigation: We will gather all relevant information, review the circumstances of your complaint and liaise with any departments or individuals involved to establish the full facts.**
- **Detailed response: We will provide you with a detailed written response within 15 working days, explaining the outcome of our investigation and any action or resolution we propose. We will also ask you to confirm whether you are satisfied with the proposed resolution.**
- **If further time is required: If we are unable to complete our investigation within 15 working days, we will provide you with a written explanation outlining the reason for the delay and, where possible, an indication of when you can expect a full response.**

All complaints will be treated confidentially, fairly and impartially, and we will make every effort to resolve your concerns as quickly and effectively as possible.

If we do not hear from you within eight weeks of our final response, we will consider the matter resolved and close the complaint.

If you have any questions or concerns while your complaint is being investigated, please contact the member of staff named in your written acknowledgement. They will be happy to assist you and provide an update on the progress of your complaint.

STILL NOT HAPPY?

If, after receiving our response, you feel that your complaint has not been fully addressed or resolved, please let us know. We will review your concerns further and do our best to resolve the matter.

Your escalation will be acknowledged in writing within three working days of receipt and will be referred to an alternative, more senior member of staff who has not previously been involved in the matter.

Where possible, we will provide you with a final written response within 15 working days. If we are unable to respond within this timescale, we will contact you to explain the reason for the delay, provide an indication of when you can expect a full response, and advise you of your right to refer the matter to an independent third party.

Independent Review

If you remain dissatisfied with our final response, or if eight weeks have passed since you first raised your complaint, you may be entitled to request an independent review by The Property Ombudsman (TPO), free of charge.

The Property Ombudsman provides an independent and impartial review of complaints and can consider whether we have handled your complaint appropriately and in accordance with the relevant codes of practice.

The Property Ombudsman

Telephone: 01722 333 306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

Any referral to the redress scheme should be made within 12 months of the date of our final correspondence regarding your complaint. Please ensure you have followed our internal complaints procedure before referring the matter to The Property Ombudsman.

PROPERTYMARK PROTECTION

We are proud members of Propertymark

As a Propertymark member, we are committed to maintaining high standards of professional and ethical practice and to providing our clients with confidence and peace of mind.

Independent Redress

If you feel that your complaint has not been satisfactorily resolved through our internal complaints procedure and the relevant independent redress scheme, you may escalate your complaint to Propertymark.

Propertymark can investigate complaints concerning its members where there is evidence that the member may have breached its Conduct and Membership Rules.

Examples of matters Propertymark may investigate include:

- **Misuse of client money**
- **Failure to uphold high standards of ethical and professional practice**
- **Failure to protect and promote clients' interests**
- **Conflicts of interest**
- **Failure to respond to correspondence**
- **Failure to provide an appropriate complaints procedure**

For further information and to download the Propertymark complaint form, please visit:

Propertymark – How to Make a Complaint
Propertymark: 01926 496 791
Email: complaints@propertymark.co.uk

Propertymark Protected

Look for the Propertymark Protected logo. It demonstrates that your agent is committed to professional standards and that important consumer protection measures are in place, including access to an independent redress scheme and, where applicable, Client Money Protection.

Your protection. Our professional standards. Your peace of mind.

arla | propertymark PROTECTED

naea | propertymark PROTECTED

propertymark.co.uk/find-an-expert

INSURANCE COMPLAINTS

If you have a complaint relating to an insurance product or service, your complaint will be dealt with separately in accordance with the relevant regulatory requirements.
You can make an insurance complaint by telephone, in writing by post, by email, or by visiting your local branch and speaking with one of our advisers.

We will acknowledge your complaint within five working days and will keep you updated throughout the complaints process.

We aim to resolve complaints as quickly as possible. For most insurance complaints, we will provide our final response within eight weeks of receiving your complaint. If we are unable to provide a final response within this timeframe, we will explain the reasons for the delay and keep you informed of our progress.
Financial Ombudsman Service

If, after receiving our final response, you remain dissatisfied with the outcome, you may be able to refer your complaint to the Financial Ombudsman Service (FOS).

You must normally give us the opportunity to investigate and resolve your complaint first. If you remain unhappy with our final response, you generally have six months from the date of our final response to refer your complaint to the Financial Ombudsman Service.

Financial Ombudsman Service

Exchange Tower
London
E14 9SR

Telephone: 0800 023 4567
Website: Financial Ombudsman Service

The Financial Ombudsman Service is an independent service for resolving disputes between financial businesses and their customers. Its service is free to consumers.
Please note: You must normally follow our complaints procedure before referring your complaint to the Financial Ombudsman Service. If you are unhappy with our final response, please ensure that you refer your complaint within the applicable six-month time limit.