



SUSAN METCALFE  
RESIDENTIAL

## Complaints Handling Procedure

### **Our Complaints Policy**

Whilst we hope no occasion for complaint will arise, we would like to hear from you if you feel we have not provided the high-quality service we strive for at all times. We would be grateful if you could make your complaint in writing or by email wherever possible.

### **Our Complaints Procedure**

We will aim to deal with formal complaints in the following way and according to the following timescales:

If you have a complaint, that you have been unable to resolve to your satisfaction with your main contact at Susan Metcalfe Residential in the first instance, you may raise your complaint directly with Susan Metcalfe.

If the complaint cannot be dealt with there and then, we will, within 3 working days, acknowledge it in writing (which may be by e-mail) and enclose a copy of this Complaints Procedure. We may ask you to clarify your complaint or explain in more detail.

Also within 3 working days of receiving your complaint or your clarification or further explanation of it, we will start to investigate your complaint. We may suggest a meeting with you.

Our investigation will usually involve:

- reviewing your complaint;
- reviewing your file(s) and other relevant documentation; and
- speaking with the person(s) who dealt with your matter.

We will aim to complete our investigation and respond in writing to your complaint within 15 working days of the date of our letter of acknowledgement. This may include suggestions for resolving the matter. If we need longer to complete our investigation and respond to your complaint, we will contact you again within this timescale to explain the position.

If you are not satisfied with our substantive response, you may pursue your complaint further with us. We will aim to carry out this further review and write to you with our further response within 15 working days (or explain the position to you if this timescale cannot be met).

### **The Property Ombudsman, Association of Residential Letting Agents (ARLA) and National Association of Estate Agents Propertymark**

Susan Metcalfe Residential is a member of The Property Ombudsman (TPO) Association of Residential Letting Agents (ARLA/Propertymark) and National Association of Estate Agents (NAEA Propertymark) and therefore endeavours to comply with TPO, ARLA's and NAEA's Codes of Practice. We can provide copies of these Codes on request, or they are directly available from the organisations' websites.

If you are not satisfied with our further response, complaints can be referred to TPO and ARLA/NAEA within twelve months of receiving our final written viewpoint. Further information as to their procedures can be obtained by contacting them directly at:

The Property Ombudsman Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP [www.tpos.co.uk](http://www.tpos.co.uk) / Tel: 01722 333 306

ARLA/NAEA Propertymark [complaints@propertymark.co.uk](mailto:complaints@propertymark.co.uk) Arbon House, 6 Tournament Drive, Edgehill Drive, Warwick, CV34 6LG Tel: 01926 496791

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