RESIDENTIAL ESTATE AG

1. **Definitions**

1.1 In this Complaints meanings:

"Appeal"

"Appeal Handler"

"Business Day"

"Complaint"

["Complaints Form"]

"Complaint Handler"

"Complaints Policy"

"Complaints Procedure"

"Complaint Reference"

"External Resolution"

"Level One"

"Level Two"

S

NTS COMPLAINTS POLICY

expressions have the following

escalate a Complaint from vo if you are not satisfied vel One;

staff of <<insert business <insert level>> who will plaints;

than Saturday or Sunday) ks are open for their full ss in <<insert location>>;

out the service provided by ne>>, about our customer aff;

complaints form, available s)>>;]

staff of <<insert business <insert level>> who will plaints;

I complaints handling business name>> which is ng a Complaint and is ert location(s)>> for your

ode assigned to your be used to track your

f your Complaint to an ne for resolution if you are itcome at Level Two;

n our complaints handling h your Complaint will be t Handler:

stage in our complaints der which you may appeal el One Complaint. Your nandled by an Appeal

["Professional Body"

S

of regulator, e.g. RICS,

2. Purpose of this Complain

- 2.1 <<Insert business if from our customer customer service, of satisfaction but we and customer expert</p>
- 2.2 It is our policy to rerecourse to formal i this Complaints Poli
 - 2.2.1 To provide a make a Con customer se
 - 2.2.2 To ensure the knows how the contract t
 - 2.2.3 To ensure t timely fashio
 - 2.2.4 To ensure the used in the f

encourages feedback of all kinds mplaint about our services, our y do we want to resolve it to your t in order to improve our business

and fairly, where possible without bodies. In particular, the aims of

e for any customers who wish to siness name>>, our services, our

or with <<insert business name>> de by our customers;

nandled equally and in a fair and

is gathered from Complaints and lation arising again.

3. What this Complaints Po

- 3.1 This Complaints F business name>>, t
- 3.2 For the purposes of name>> also includ
- 3.3 Complaints may re limited to):
 - 3.3.1 The quality business na
 - 3.3.2 The behavio
 - 3.3.3 <<Insert add
- 3.4 The following are r directed to the appr
 - 3.4.1 Matters cond
 - 3.4.2 Formal requ the Data Pro
 - 3.4.3 <<Insert add

rovision of services by <<insert nd to our staff.

any reference to <<insert business s and subcontractors.

ties and may include (but not be

ou have received from <<insert

mpetence of our staff;

ve as appropriate>>.

mplaints and should therefore be artment]:

er legal disputes;

f information, for example, under

ve as appropriate>>.

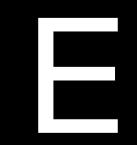
4. Making a Complaint

4.1 All Complaints, who our staff, should be

©Simply-Docs - PROP.EST.25 - Complaints Po

services, our customer service, or ving ways:







- 4.1.1 [In writing, address>>;]
- 4.1.2 [By email, a email addres
- 4.1.3 **[**Using our the form;
- 4.1.4 [By contaction choosing op
- 4.2 When making a C information in as mu
 - 421 Your name. contact you handled):
 - 4.2.2 If you are person's nar
 - 4.2.3 If your Com the property
 - 4.2.4 If you are m name and, w
 - 4.2.5 Further deta dates, event
 - 4.2.6 Details of a support of y
 - 4.2.7 Details of w resolve your we will make we are not contractually
 - 4.2.8 <<Insert add

name and/or position>>, <<insert

me and/or position>> at <<insert

ing the instructions included with

<insert telephone number>> [and vhen prompted. 11

equired to provide the following y possible:

nber and email address (We will tact method as your Complaint is

n behalf of someone else, that well as your own;

ular property we are dealing with.

t a particular member of staff, the n of that person:

cluding, as appropriate, all times,

evidence you wish to rely on in

nsert business name>> to do to ngs right. (Please note that whilst t to accommodate such requests. n beyond that which we may be ged to take.)

ove as appropriate>>.

5. **How We Handle Your Cor**

- 5.1 <<Insert business procedure. Following Complaints to your Two. If you are no Complaint to Level Complaints may p Professional Body
- Level One: 5.2

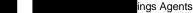
©Simply-Docs - PROP.EST.25 - Complaints Po

- 5.2.1 Upon receir above in Se complaints le of it in writin giving you a
- 5.2.2 When we ad details of yo

two-stage complaints handling dure, our aim is to always resolve without further recourse to Level Level One, you may escalate your satisfied at the end of Level Two, solution for be referred to our

he <<insert position>> identified plaint in our <<insert location, e.g. c.>> and will acknowledge receipt no longer than 3 working days>>,

ur Complaint we will also provide his may be the <<insert position>>







to whom yo Complaint n team.

5.2.3 If your Complete informed opportunity to member in deand we respond your resolve it.

- 5.2.4 If we requi
 Complaint H
 to ask for it
 such inform
 complaints I
 provide such
 to proceed v
 further inforr
 successful re
- 5.2.5 We aim to longer than your Compla is not possil likely length
- 5.2.6 At the conclution the outcome our conclus result. You and escalate
- 5.3 Level Two:
 - 5.3.1 If you are n One, you man the complai <<insert staf
 - 5.3.2 Appeals, quadirected to request to a acknowledge working days also provide
 - 5.3.3 If your Complete informed Any commushould take that you doncerning to
 - 5.3.4 If we require Handler will it. We ask information complaints I

vas directed (as above) or your other appropriate member of our

c member of staff, that person will nd given a fair and reasonable nication between you and the staff ce only via the Complaint Handler not contact the staff member in mplaint while we are working to

tion or evidence from you, the squickly as is reasonably possible reasonable efforts to supply any ly in order to avoid delaying the ou are for any reason unable to we will use all reasonable efforts be aware that we will not ask for ss we consider it important to the int.

iplaints within <<insert period no ever in some cases, particularly if e, this may not be possible. If this will be informed of the delay, the ons for it.

omplaints procedure, regardless of th full details of our investigation, tion, and any action taken as a your right to appeal our decision wo in the form of an Appeal.

blution of your complaint at Level rithin <<insert period>>, and have Two. Appeals are handled by >> level members of our team.

omplaint Reference, should be t Handler who will forward the indler. Receipt of Appeals will be insert period no longer than 3 dge receipt of your Appeal we will andler.

c member of staff, that person will n a further opportunity to respond. nd the staff member in question at Handler and we respectfully ask ff member in question directly re working to resolve it.

or evidence from you, the Appeal s is reasonably possible to ask for able efforts to supply any such ly in order to avoid delaying the ou are for any reason unable to provide such to proceed v further inform successful re

- 5.3.5 We aim to longer than your Compla is not possil likely length
- 5.3.6 At the cond outcome, we conclusions
 Our decision Resolution of
- 5.3.7 As we are Services: Pr user, have the that redress Level Two C
- 5.4 External Resolution
 - 5.4.1 If you are n Two you m [Ombudsma Any such re decision.
 - 5.4.2 For details please contactions of the contaction of the cont
 - 5.4.3 Please note Property] [T Complaints 1
- 5.5 [Referral to Profess
 - 5.5.1 <<insert bus you are not s you may (eir Resolution) <<insert add
 - 5.5.2 Please note Complaints i

6. **Confidentiality and Data**

- 6.1 All Complaints and confidence. Such i <<insert business Complaint.
- 6.2 We may ask for yo personal details re

we will use all reasonable efforts be aware that we will not ask for ss we consider it important to the int.

iplaints within <<insert period no ever in some cases, particularly if e, this may not be possible. If this will be informed of the delay, the ons for it.

vo procedure, regardless of the all details of our investigation, our and any action taken as a result. Diject to your right to seek External

perty Ombudsman] [Ombudsman edress Scheme] you, as a service Resolution of your Complaint from satisfied with the outcome of your

olution of your Complaint at Level t to [The Property Ombudsman] The Property Redress Scheme]. In 6 months of receipt of our final

conflict resolution mechanisms, nsert address>>, by telephone on ail at <<insert email address>>, or

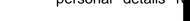
oudsman] [Ombudsman Services: cheme] may decline to deal with omer

nber of the Professional Body. If on of your Complaint at Level Two or in addition to seeking External <<insert name or job title>> at

ody will only be able to consider rules of conduct.

ereto are treated with the utmost nared with those staff members of know in order to handle your

tails of your Complaint (with your aining and quality improvement



©Simply-Docs - PROP.EST.25 - Complaints Po



purposes. If you have contacting <<instable above in Section 4.1

6.3 All personal informa name and address provisions of the Da on, you may revoke it at any time on>>, whose details are provided

(including, but not limited to, your and held in accordance with the hd your rights under that Act.

7. Questions and Further In

If you have any questions Complaints Policy or about and position / department <<insert telephone number rmation about any aspect of this ure, please contact <<insert name sert address>>, by telephone on ert email address>>.

8. Policy Responsibility and

- 8.1 Overall responsibil name>> and the im department etc.>>.
- 8.2 This Complaints Po
- 8.3 This Complaints Po
- 8.4 This Complaints Po

Policy within <<insert business with <<insert name and position /

and updated as required.

sert date>>.

<<insert date>>.

