

1. **Definitions**

1.1 In this Complaints Policy, the following expressions have the following meanings:

**“Appeal”** means to escalate a Complaint from Level One to Level Two if you are not satisfied with the outcome at Level One;

**“Appeal Handler”** means a member of staff of <<insert business name>> <<insert level>> who will handle Level One Complaints;

**“Business Day”** means any day other than Saturday or Sunday when the business is open for their full business hours in <<insert location>>;

**“Complaint”** means a written statement about the service provided by <<insert business name>>, about our customer service, which is not a complaint;

**[“Complaints Form”]** means the Complaints form, available at <<insert location(s)>>;]

**“Complaint Handler”** means a member of staff of <<insert business name>> <<insert level>> who will handle Level One Complaints;

**“Complaints Policy”**

**“Complaints Procedure”** means the Complaints handling procedure of <<insert business name>> which is used to manage a Complaint and is available at <<insert location(s)>> for your use;

**“Complaint Reference”** means the Complaint Reference code assigned to your Complaint which will be used to track your Complaint;

**“External Resolution”** means the transfer of your Complaint to an external body for resolution if you are not satisfied with the outcome at Level Two;

**“Level One”** means the first stage in our complaints handling process where your Complaint will be handled by a Complaint Handler;

**“Level Two”** means the second stage in our complaints handling process where your Complaint will be handled by an Appeal Handler which you may appeal a Level One Complaint. Your Complaint will be handled by an Appeal

## ["Professional Body"]

of regulator, e.g. RICS,

## 2. Purpose of this Complaint

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|-------|--|
| 2.1   | <<Insert business name>> encourages feedback of all kinds from our customers. In the event of a complaint about our services, our customer service, or our customer satisfaction but we do want to resolve it to your satisfaction and customer experience in order to improve our business. |
| 2.2   | It is our policy to resolve complaints and fairly, where possible without recourse to formal dispute resolution bodies. In particular, the aims of this Complaints Policy are:   |
| 2.2.1 | To provide a route for any customers who wish to make a Complaint about <<insert business name>>, our services, our customer service or our customer satisfaction.   |
| 2.2.2 | To ensure that <<insert business name>> or with <<insert business name>> knows how to make a Complaint by our customers;   |
| 2.2.3 | To ensure that all Complaints are handled equally and in a fair and timely fashion;  |
| 2.2.4 | To ensure that the information gathered from Complaints and used in the future to prevent a situation arising again.   |

### 3. What this Complaints Policy

- 3.1 This Complaints Procedure applies to the provision of services by <<insert business name>>, the details of which are set out in the list of services provided to our staff.

3.2 For the purposes of this procedure, any reference to <<insert business name>> also includes any of our employees, agents, subcontractors and subcontractors.

3.3 Complaints may relate to any of the following matters and may include (but not be limited to):

  - 3.3.1 The quality of the services that you have received from <<insert business name>>
  - 3.3.2 The behaviour of our staff;
  - 3.3.3 <<Insert additional matters that you may have as appropriate>>.

3.4 The following are not covered by this procedure and should therefore be referred to the appropriate department]:

  - 3.4.1 Matters concerning employment or legal disputes;
  - 3.4.2 Formal requests for information, for example, under the Data Protection Act 1998;
  - 3.4.3 <<Insert additional matters that you may have as appropriate>>.

#### 4. Making a Complaint

- 4.1 All Complaints, whether they relate to our products, services, our customer service, or our staff, should be handled in the following ways:

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4.1.1 [In writing, <<insert name and/or position>>, <<insert address>>];

4.1.2 [By email, <<insert name and/or position>> at <<insert email address>>];

4.1.3 [Using our Complaint Form, following the instructions included with the form;]

4.1.4 [By contacting <<insert telephone number>> [and choosing option <<insert option number>>] when prompted.]]

4.2 When making a Complaint, you are required to provide the following information in as much detail as possible:

4.2.1 Your name, <<insert name>>, <<insert number and email address (We will contact you by the contact method as your Complaint is handled);

4.2.2 If you are making the Complaint on behalf of someone else, that person's name, <<insert name>>, as well as your own;

4.2.3 If your Complaint relates to a particular property we are dealing with, <<insert address>>;

4.2.4 If you are making the Complaint about a particular member of staff, the name and, where possible, the position of that person;

4.2.5 Further details of the Complaint, including, as appropriate, all times, dates, events and circumstances;

4.2.6 Details of any evidence you wish to rely on in support of your Complaint;

4.2.7 Details of what you want us to do to resolve your Complaint. <<insert business name>> to do to resolve your Complaint. (Please note that whilst we will make every effort to accommodate such requests, we are not contractually obliged to take.)

4.2.8 <<Insert additional details as appropriate>>.

## 5. How We Handle Your Complaint

5.1 <<Insert business name>> has a two-stage complaints handling procedure. Following receipt of your Complaint, our aim is to always resolve your Complaint without further recourse to Level Two. If you are not satisfied at the end of Level One, you may escalate your Complaint to Level Two. Complaints may be referred to our Professional Body for resolution [or be referred to our Professional Body for resolution].

5.2 Level One:

5.2.1 Upon receipt of your Complaint, the <<insert position>> identified above in Section 4.2.1 will acknowledge receipt of it in writing <<insert position>> and will acknowledge receipt of it in writing <<insert position>> no longer than 3 working days>>.

5.2.2 When we acknowledge your Complaint we will also provide you with details of your Complaint. This may be the <<insert position>>

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to whom you  
Complaint number  
team.

5.2.3 If your Complaint  
be informed  
opportunity to  
member in question  
and we respectfully  
question directly  
resolve it.

5.2.4 If we require  
Complaint Handler  
to ask for it  
such information  
complaints  
provide such  
to proceed with  
further information  
successful resolution.

5.2.5 We aim to  
longer than  
your Complaint  
is not possible  
likely length of

5.2.6 At the conclusion  
the outcome  
our conclusion  
result. You  
and escalate

### 5.3 Level Two:

5.3.1 If you are not  
One, you may  
the complaint  
<<insert staff

5.3.2 Appeals, questions  
directed to  
request to a  
acknowledge  
working days  
also provide

5.3.3 If your Complaint  
be informed  
Any communication  
should take  
that you directly  
concerning the

5.3.4 If we require  
Handler will  
it. We ask  
information  
complaints

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

staff member of staff, that person will  
and given a fair and reasonable  
communication between you and the staff  
only via the Complaint Handler  
do not contact the staff member in  
complaint while we are working to

information or evidence from you, the  
as quickly as is reasonably possible  
reasonable efforts to supply any  
in order to avoid delaying the  
you are for any reason unable to  
we will use all reasonable efforts  
be aware that we will not ask for  
if we consider it important to the  
process.

complaints within <<insert period no  
however in some cases, particularly if  
this may not be possible. If this  
will be informed of the delay, the  
reasons for it.

complaints procedure, regardless of  
with full details of our investigation,  
action, and any action taken as a  
your right to appeal our decision  
two in the form of an Appeal.

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

Complaint Reference, should be  
Complaint Handler who will forward the  
handler. Receipt of Appeals will be  
insert period no longer than 3  
edge receipt of your Appeal we will  
handler.

staff member of staff, that person will  
a further opportunity to respond.  
and the staff member in question  
Complaint Handler and we respectfully ask  
staff member in question directly  
are working to resolve it.

information or evidence from you, the Appeal  
is reasonably possible to ask for  
able efforts to supply any such  
in order to avoid delaying the  
you are for any reason unable to

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5.3.5 We aim to  
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is not possi  
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complaints within <<insert period no  
ever in some cases, particularly if  
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will be informed of the delay, the  
ons for it.

5.3.6 At the conc  
outcome, we  
conclusions  
Our decision  
Resolution o

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

5.3.7 As we are  
Services: Pr  
user, have th  
that redress  
Level Two C

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

#### 5.4 External Resolution

5.4.1 If you are n  
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[Ombudsma  
Any such re  
decision.

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

5.4.2 For details  
please conta  
<<insert tele  
via their web

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

5.4.3 Please note  
Property] [T  
Complaints f

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

#### 5.5 [Referral to Profess

5.5.1 <<insert bus  
you are not s  
you may (ei  
Resolution)  
<<insert add

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

5.5.2 Please note  
Complaints t

ody will only be able to consider  
rules of conduct.]

### 6. Confidentiality and Data

6.1 All Complaints and  
confidence. Such i  
<<insert business  
Complaint.

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hared with those staff members of  
know in order to handle your

6.2 We may ask for yo  
personal details re

tails of your Complaint (with your  
aining and quality improvement

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purposes. If you have any questions about this policy, you may contact the person responsible for this policy by contacting <<insert name and position>>, whose details are provided above in Section 4.1.

on, you may revoke it at any time by contacting <<insert name and position>>, whose details are provided above in Section 4.1.

6.3 All personal information (including, but not limited to, your name and address) will be stored and held in accordance with the provisions of the Data Protection Act 1998 and your rights under that Act.

(including, but not limited to, your name and address) will be stored and held in accordance with the provisions of the Data Protection Act 1998 and your rights under that Act.

## 7. Questions and Further Information

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

information about any aspect of this policy, please contact <<insert name and position / department>>, by telephone on <<insert telephone number>> or by email on <<insert email address>>.

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## 8. Policy Responsibility and Accountability

8.1 Overall responsibility for this Complaints Policy will be held by <<insert name and position / department etc.>>.

Policy within <<insert business name>> and the immediate manager with <<insert name and position / department etc.>>.

8.2 This Complaints Policy will be reviewed and updated as required.

and updated as required.

8.3 This Complaints Policy will be reviewed and updated as required.

sert date>>.

8.4 This Complaints Policy will be reviewed and updated as required.

<<insert date>>.

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