



Complaints Policy & Procedure

Our aim: Sarah Oliver Property Ltd. are committed to providing a quality service for its customers. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- * making a complaint is as easy as possible;
- * we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- * we deal with it promptly, politely and, when appropriate, confidentially;
- * we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- * we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

Preamble Definition: Sarah Oliver Property Ltd defines a complaint as 'any expression of dissatisfaction (with Sarah Oliver Property or with a member of staff) that relates to Sarah Oliver Property and that requires a formal response'.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Sarah Oliver Property Ltd's responsibility will be to: * acknowledge the formal complaint in writing; * respond within a stated period of time; * deal reasonably and sensitively with the complaint; * take action where appropriate.

A complainant's responsibility is to: * bring their complaint, in writing, to Jeffries & Partners attention normally within 8 weeks of the issue arising; * raise concerns promptly and directly with a member of staff at Sarah Oliver Property; * explain the problem as clearly and as fully as possible, including any action taken to date; * allow Sarah Oliver Property a reasonable time to deal with the matter; * recognise that some circumstances may be beyond Jeffries & Partners control.

Responsibility for Action: All Staff, of Sarah Oliver Property Ltd.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Sarah Oliver property maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (each complaint will be judged on its own merit). Should this be the case, the situation will be explained to the complainant.

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www.saraholiverproperty.com – Sarah Oliver Property Ltd, Registered office: 249 Tangier Road, PO3 6PQ. We cannot provide you with any advice on your financial requirements, but will refer you to an Independent Adviser who is qualified and authorised to assist you.

Formal Complaints Procedure Stage 1 In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, so that he or she has a chance to put things right. In your letter/email you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. You can expect your complaint to be acknowledged within 3 working days of receipt. You should get a response and an explanation within 15 working days. If you are unsure which member of staff to write to, your complaint should be sent to the Director Sarah Oliver. Sarah's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom. Note. If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge. The Property Ombudsman Milford House 43 - 55 Milford Street Salisbury, Wiltshire, SP1 2BP 01722 333306 web: www.tpos.co.uk email: admin@tpos.co.uk

Sarah Oliver Property Ltd. are member agents of the Property Ombudsman Scheme for dispute resolution and we are bound by decisions and fully insured to provide any compensation due as a result of the Ombudsman's decisions. Please note the following: You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.