

COMPLAINTS PROCEDURE

Regent Estates hope that you should never have to use the complaints procedure, however if you do we aim for it to be easily accessible and simple to follow. The Regent Estates complaints procedure has been designed to ensure that any issues are dealt with as quickly and effectively as possible. Please follow the process as laid out below:

SPEAK TO YOUR NEGOTIATOR



RESOLVED?

We ask that all complaints in the first instance be directed verbally to the negotiator that you have been dealing with. Your negotiator will endeavor to resolve any issues immediately, and no later than 10 working days of the first notification.

NO

WRITE TO THE BRANCH MANAGER



RESOLVED?

If you remain dissatisfied and wish to further your complaint, we ask you to write to Rosie Clark, the Branch Manager, within 30 days of receiving the response from your negotiator. Rosie's email address is: **rosie@regent-estates.com**. Your complaint will be acknowledged within 5 working days of receipt and an investigation will take place. A written outcome will be sent out to you within 10 working days.

NO

WRITE TO THE COMPANY DIRECTOR



RESOLVED?

If you continue to be dissatisfied you should express your concerns in writing to Thomas Leech, the Company Director within 30 days of receiving a response from the Branch Manager. Your letter will be acknowledged within 5 working days of receipt and an investigation will take place. A written statement containing the companies final view will be sent to you within 10 working days. This statement will

NO

REFER THE ISSUE TO THE PROPERTY OMBUDSMAN

confirm that if you remain dissatisfied you are entitled to refer the matter to The Property Ombudsman within 12 months for review. The Property Ombudsman will not consider your complaint until our internal procedure has been completed.

