

COMPLAINTS PROCEDURE

Core Residential Ltd wish to provide the highest levels of customer service and due diligence. In the event that our standards have not met your expectations, please do tell us.

Informing us of any issues you encounter will allow us to improve our procedures and ultimately ensure your satisfaction.

A complaint is defined as an expression of dissatisfaction, whether made verbally or in writing, about the service provided by Core Residential Ltd.

INFORMAL COMPLAINT

In the first instance, we would ask that you call us to discuss the problem. You can call our offices on 020 7523 5022 or email us at complaints@coreresidential.com. Rest assured that we will do all we can to rectify your issue and take all complaints seriously. In the event that you would prefer not to speak to your regular contact, please speak with Elsa Ramsamy.

FORMAL COMPLAINT

Where your issue has not been resolved informally, or where you would like to make a formal complaint, please email us at complaints@coreresidential.com.

For clarity and record-keeping purposes, we ask that all formal complaints are submitted in writing.

We will acknowledge your complaint within 3 working days confirming receipt of your complaint.

Your complaint will be investigated by a senior member of staff who is not directly involved in the matter being complained about, where possible. We will then investigate and respond to you in writing within 15 working days.

During the investigation process, it may be necessary to call or email you asking for some further information and/or clarification.

In the event that we are unable to respond to your formal complaint within 15 working days, we will contact you and confirm when we anticipate to respond to you in full.

Core Residential Ltd maintains a written record of all complaints and their outcomes in accordance with regulatory requirements.

Estate agency, elevated.

ESCALATION

Should you still feel dissatisfied with our service following the outcome of your formal complaint, please contact the Property Ombudsman within twelve months of the date of our response to your formal complaint. The details are as follows:

The Property Ombudsman

Milford House, 43–55 Milford Street, Salisbury, Wiltshire SP1 2BP

Telephone: 01722 333306

Website: www.tpos.co.uk

Email: admin@tpos.co.uk

The Property Ombudsman will only hear complaints from consumers.

If you are a business with an annual turnover in excess of £3m, please refer your complaint on to:

The Legal Ombudsman

PO Box 6806, Wolverhampton, WV1 9WJ

Telephone: 0300 555 0333

Website: www.legalombudsman.org.uk

Email: enquiries@legalombudsman.org.uk

Please note that the Legal Ombudsman will only review claims up to six months from our final communication on the formal complaint.

Estate agency, *elevated.*