

## **IN-HOUSE COMPLAINTS PROCEDURE**

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint in the first instance, please contact The Manager c/o Fisks Ltd, 146 London Road, Benfleet, Essex, SS7 5SQ or 85 Furtherwick Road, Canvey Island, Essex, SS8 7AY (office@fisks.co.uk). For Property Management specific complaints, please contact The Property Manager c/o Fisks Ltd, 146b London Road, Benfleet, Essex, SS7 5SQ.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter or email acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 14 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and the complaint will be reviewed by a Director.
- We will write to you within 14 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (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**

The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9EL

The Property Ombudsman have an online contact form found here :

[www.tpos.co.uk/about-us/contact-us/](http://www.tpos.co.uk/about-us/contact-us/)

And an online complaints form here: [www.tpos.co.uk/consumers/make-a-complaint/](http://www.tpos.co.uk/consumers/make-a-complaint/)

[www.tpos.co.uk](http://www.tpos.co.uk) | 01722 333 306

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.

## **Propertymark**

Fisks are also Propertymark members and you are able to refer a complaint to them should you be dissatisfied following internal dispute resolution attempts. Propertymark do not have powers to reward compensation.

Propertymark are the leading professional body for the property sector. They will investigate complaints against their members where evidence points to a breach in their Conduct and Membership Rules—this can lead to a disciplinary hearing.

In some cases, complaints may be resolved without a hearing, in which case you will be notified of the outcome in writing. If there is sufficient evidence to proceed, a disciplinary hearing will be held before an independent tribunal panel.

Visit their website for more information: [www.propertymark.co.uk/professional-standards/complaints](http://www.propertymark.co.uk/professional-standards/complaints)

01926 496 791 | [complaints@propertymark.co.uk](mailto:complaints@propertymark.co.uk)