

Colin Lilley Estate Agents Ltd Complaints Procedure

Colin Lilley Estate Agents are an independent firm of estate agents who pride themselves on their level of customer service and are a member of The Property Ombudsman.

When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language

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).

For Residential Estate Agency Sales

In the first instance, please direct your complaint in writing to the managing director at our registered office:

Mr C Burchell
Colin Lilley
118 Fowler Street
South Shields
Tyne and Wear
NE33 1PZ

Your complaint will be acknowledged within 3 working days of receiving it, enclosing a copy of this procedure.

A formal investigation into the complaint will begin. The managing director will provide a full written response and outcome to the complaint within 15 working days and endeavor to resolve your complaint fully.

If you remain dissatisfied and are not happy with the outcome and viewpoint (or more than 8 weeks has elapsed since the complaint was first made, you may approach The Property Ombudsman for an independent review without charge.

The Property Ombudsman

**Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP**

01722 333 306

admin@tpos.co.uk

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, 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.

Residential Lettings and Property Management

In the first instance, please direct your complaint in writing to the property manager at our registered office:

Colin Lilley
118 Fowler Street
South Shields
Tyne and Wear
NE33 1PZ

Your complaint will be acknowledged within 3 working days of receiving it, enclosing a copy of this procedure.

A formal investigation into the complaint will begin by the property manager. The property manager will provide a full written response and outcome to the complaint within 15 working days and endeavor to resolve your complaint fully.

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by the managing director Mr C Burchell who will write to you within 15 working days with our final viewpoint on the matter.

If you remain dissatisfied and are not happy with the outcome and viewpoint (or more than 8 weeks has elapsed since the complaint was first made, you may approach The Property Ombudsman for an independent review without charge.

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