

Complaints Handling Procedure

We regret that you have had cause to refer to this procedure. We have implemented the following complaints procedure to assist us in resolving your grievance.

- Stephen Carne will deal with any complaints you may have. If you have a question or if you would like to make a complaint, please do not hesitate to contact her via the following contact points:- Telephone: 01252 370707 Email: stephen@osbornesestateagents.co.uk Address: 38a Camp Road, Farnborough, Hampshire GU14 6EW
- If you have initially made your complaint verbally, whether face-to-face or on the phone, please also make it in writing, addressed to Stephen Carne at the address provided above.
- Once we have received your written complaint, Stephen Carne will contact you in writing within seven* days. At this stage she will give you her understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
- Within twenty-one* days of receipt of your written summary, Stephen Carne will write to you, to inform you of the outcome of her investigation into your complaint and to let you know what actions will be taken.
- If you remain dissatisfied with any aspect of the internal handling of your complaint, then we can discuss whether we can agree to go to mediation according to the Centre for Effective Dispute Resolution (CEDR)
- If you remain dissatisfied with any aspect of our handling of your complaint and/or separate review and are a consumer, then you can refer your complaint to The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP. * The time limits are recommendations, to ensure that complaints are dealt with promptly.