

## SOMETIMES THINGS GO WRONG...

We are committed to providing the highest level of service, successfully balancing professionalism and personalisation; but, sometimes things can go wrong. The earlier you let us know about a problem you have, the quicker it can be resolved. This guide tells you how you can make us aware of a problem and also the steps that we take to address your concerns.

Firstly, you need to contact us and let us know which part of the service we are providing you you are unhappy with. You can do so by phone, in writing, by post or you can send us an e-mail.

We will aim to resolve any issues immediately, however if this is not possible then your concerns will be escalated to a Manager who will investigate the matter.



Canterbury House, Stephenson's Way, Wyvern Business Park, Derby, DE21 6LY



01332 300190



lettings@copeandco.co.uk / sales@copeandco.co.uk

### WHAT HAPPENS NEXT?



**We will send written acknowledgment within 3 working days which will outline who is responsible for investigating the issues raised**



**We will collate as much information as possible and liaise with the necessary departments to ascertain all facts**



**We will send a detailed response within 15 working days, advising you of the outcome and ask if the suggested resolution is satisfactory**

If more time is needed to resolve your concern, you will receive a written explanation for the delay.



**We keep all complaints 100% confidential and they are all dealt with in a fair and unbiased way**



**If we do not hear from you within 8 weeks of our response, we will assume the matter has been resolved and the complaint will be closed.**

If you have any concerns throughout the timescales outlined, please contact the member of staff whose name appears on the letter of acknowledgment



## STILL NOT SATISFIED?



**After receiving our response, if you feel your complaint has not been fully addressed, please let us know and we will aim to finalise the matter for you.**



**Your concerns will be acknowledged within 3 working days of receipt and your complaint will be passed to an alternative, more senior member of the team for review.**



**Where possible, a final response will be issued within 15 working days**

If more time is needed to resolve your concern, we will contact you to let you know when we anticipate a resolution, and inform you of your right to appeal to a third party.

## CONTACT PROPERTYMARK

propertymark

WE ARE MEMBERS OF PROPERTYMARK

If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form.

Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules.

Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

01926 496 791 | [complaints@propertymark.co.uk](mailto:complaints@propertymark.co.uk)  
[propertymark.co.uk/professional-standards/complaints](https://propertymark.co.uk/professional-standards/complaints)

## Independent Redress Scheme



33 The Clarendon Centre, Salisbury Business Park,  
Dairy Meadow Lane, Salisbury, Wiltshire, United  
Kingdom, SP1 2TJ



01722 333306



[admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Please note that you must refer your complaint to the redress scheme within 12 months of our final correspondence