

SOMETIMES THINGS GO WRONG...

We are committed to providing a positive and professional experience for everyone we work with. We recognise that, from time to time, concerns or complaints may arise, and we welcome the opportunity to address these fairly and constructively.

This Complaints Procedure explains how concerns can be raised, how they will be considered, and the steps we will take to work towards an appropriate resolution in a timely and transparent manner.

Please submit your concerns in writing either by letter or by email:



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



laura@copeandco.co.uk

WHAT HAPPENS NEXT?

1



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

2



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

3



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.

4



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

5



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.

If you are still not satisfied with our final viewpoint (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.

STILL NOT SATISFIED?



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



Your concerns will be acknowledged within 3 working days of receipt and your complaint will be passed to a 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

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
propertymark.co.uk/professional-standards/complaints

INDEPENDENT REDRESS SCHEME



Unit 159756, PO Box 7169, Poole, BH15 9EL.



01722 333306



admin@tpos.co.uk

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