

Complaints Procedure

Philip Bannister & Co prides itself on the level of its customer service. However, occasionally mistakes can be made and to ensure that your interests are safeguarded, we have a Complaints Process in place. Please see below:

Residential Lettings & Property Management - Making a complaint Information for Customers

Philip Bannister & Co is a member of The Property Ombudsman (TPOS) and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although we hope that complaints will never occur, should they arise we will endeavour to resolve them at branch level.

Stage One – Speak to the member of staff concerned or Lettings Manager

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and can occasionally go wrong. If this becomes the case, we would prefer that you try to resolve the situation with the member of our team you have been dealing with or the lettings manager.

Stage Two - Lettings Director

If they are unable to resolve the situation you may refer it to the Divisional Lettings Director/Manager responsible for the branch in question. We request that you send a written summary of your complaint to the Divisional Lettings Director/Manager, within one month of completing Stage 1.

The manager/individual will provide you with the Divisional Lettings Director/Manager's name and a contact address or email in order for you to contact them. Alternatively, you may write to our customer care team at info@philipbannister.co.uk. They will acknowledge your complaint within 3 working days of receipt and provide you with a written response within 10 working days.

Stage Three - Director

Should this still remain outstanding, or if you still remain dissatisfied with any aspect of our handling of your complaint, then please write to the Director at the following address:

The Director
Philip Bannister & Co
58 Hull Road
Hessle
HU13 0AN

The Director will acknowledge your complaint within three working days and will investigate the issues raised. They will undertake a review of your complaint, including how it's been handled to date, which may include further investigations into the background of your concerns.

Within 10 working days from receipt of your letter, the Director will set out in writing to you their findings and recommendations as a 'final viewpoint' on how he believes your complaint can be resolved.

Stage 4 - The Property Ombudsman

After you have received a response from the Director and if you are not satisfied with his proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the Managing Director's final view point letter alongside a link to the The Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 6 months of the date of the Managing Director's final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure is exhausted.