

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 Estate Agency - 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 your Negotiator

All complaints should, in the first instance, be directed verbally to the Negotiator who is dealing with your property. He or she will endeavour to resolve your complaint immediately, and no later than five working days of the first notification.

Stage Two – Write to the Office Manager

If you remain dissatisfied, you may then further your complaint, which must be in writing, to the Branch Manager responsible for the Office in question. You must write to them within one month of receiving the Office response. The Negotiator can supply you with the details of the appropriate person. Your complaint will be acknowledged within three working days of receipt and an investigation undertaken. A formal written outcome of the investigation will be sent to you within 15 working days.

Stage Three – Write to the Director of Philip Bannister & Co

If you remain dissatisfied, you may address your concerns in writing to the Director within one month of the response from the Branch Manager. Your letter will be acknowledged within three working days of receipt and an investigation undertaken. Following the Director's investigation a formal written outcome and statement will be sent to you within 15 working days and contain the final view of the company.

**Philip Bannister
Philip Bannister & Co
58 Hull Road
Hessle
HU13 0AN**

Stage Four - The Property Ombudsman

After you have received a response from the Director, you may approach the Ombudsman if you are not satisfied with the response given. (Details of how to do this are contained within the 'final viewpoint' letter or online at <http://www.tpos.co.uk>) Please note that you must do so within six months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.