

Cooke Curtis & Co - how to make a complaint

We hope very much you do not have a need to make a complaint, but understand time to time there may be a need to do so.

In most cases sharing your thoughts or concerns with the person looking after you will enable us to find a positive solution.

In the eventuality this is not the case below is our complaints process.

Stage One - Person(s) Dealing

All complaints should, in the first instance, be directed to the person dealing with your property. Your complaint will be acknowledged. They will endeavour to resolve your complaint immediately, and no later than 7 working days of the first notification.

Stage Two - Sales Manager

If we haven't been able to resolve the issue and you remain dissatisfied, you then further your complaint in writing to the sales manager responsible for the day to day running of the sales department. The Sales Manager will supply you with their name and contact details. Where necessary, if the situation remains unresolved, we recommend that the issue be raised with a Director.

Stage Three - Director

Your escalation will be acknowledged as soon as practically possible and normally within 3 working days. The director will work with you to try and resolve any issues raised as promptly as possible. A written response to summarise any investigations and steps taken will be sent within fifteen working days.

A full review of your complaint and file will be undertaken, including how it has been handled to date, which may include further investigations into the background of your concerns. The director will detail their findings and recommendations in a written response to you, to confirm our 'final viewpoint' on the matter.

Stage Four - The Property Ombudsman

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of which are available on our website. 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 12 months of the date of the final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaint's procedure has been exhausted.