

debbie fortune ESTATE AGENTS

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IN HOUSE COMPLAINTS PROCEDURE

All complaints, both verbal and written will be recorded at the time they are made.

We will agree to deal with any properly appointed representative of a Complainant.

All written complaints will be acknowledged in writing, within three working days, and a proper investigation will be promptly undertaken. A senior member of staff not directly involved in the transaction will deal with the complaint.

A formal written outcome of the investigation will be sent to the Complainant within 15 working days.

If the Complainant remains dissatisfied, they must be told how they can further pursue their complaint within our business. This should provide the opportunity for a speedy, separate and detached review of the complaint by staff not directly involved in the transaction. Such a review (and any further reviews as necessary) will be sent to the complainant within 15 working days.

Following the conclusion of the investigation, a written statement expressing our final view, and including any offer made, will be sent to the Complainant. This letter will also tell the Complainant how the matter can be referred to the Ombudsman, pointing out that any such referral by the Complainant must be made within 12 months of our final viewpoint letter.

We will not imply that payment of any outstanding fee or additional costs is a pre-condition of a review of the Ombudsman.

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.

Debbie Fortune Estate Agents is a trading name of Yeoward Limited

Registered office: Bridge House, High Street, Congresbury, BS49 5JA

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