

## **COMPLAINTS POLICY AND PROCEDURE**

### **Complaints Policy**

Ernest Wilsons' & Co. Ltd is committed to providing a high level service to our clients. If you feel you have not received satisfaction from our service we need you to tell us about it.

### **Complaints Procedure**

If you have a complaint<sup>\*1</sup>, please contact Stuart Moorhouse, Director with full details of your complaint, e.g. when and why you became dissatisfied with our service, details of anyone at this firm you spoke to at the time about your concerns, etc. You can write to Stuart at: Ernest Wilsons' & Co., The Business Centre, Deanhurst Park, Gelderd Road, Leeds, LS27 7LG or email: [stuart.moorhouse@ernest-wilson.co.uk](mailto:stuart.moorhouse@ernest-wilson.co.uk)

#### Next steps<sup>\*2</sup>

1. We will send you an email or contact you by telephone acknowledging your complaint and may ask you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect contact from our company within 2-5 days of us receiving your complaint.
2. We will record your complaint in our register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment email/telephone call and confirm what will happen next. You can expect to receive our acknowledgement email/phone call within 2 days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps;
5. We may ask the member of staff who dealt with you to reply internally to your complaint within 2 days of our request;
6. We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them directly, provided of course that you are happy to do so. This will take up to 2 days from receiving their reply.
7. Stuart Moorhouse will then invite you to discuss and hopefully resolve your complaint and will send you a detailed reply to your complaint. He will do this within 4 days of the end of our investigation.

8. If you do not want to discuss over the phone or by face to face meeting or it is not possible, Stuart will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 4 days of completing his investigation.

At this stage, if you are still not satisfied you can write to *us again*. Another Director of the company will review Stuart's decision within 10 days.

9. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons.
10. If you are unsatisfied as to how your complaint has been handled by us, then you may contact;

The Property Ombudsman (TPOS),  
43 - 55 Milford Street,  
Salisbury,  
Wiltshire,  
SP1 2BP  
Tel: 01722 333306  
Fax: 01722 332296

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
<http://www.tpos.co.uk/>

<sup>\*1</sup> *In accordance with TPOS redress scheme, we cannot consider a complaint that refers to something that happened more than 12 months before you complained in writing and received by us*

<sup>\*2</sup> *If we have to change any of the time scales above, we will let you know and explain why.*