

Customer Complaint Procedure

1. Clarkes is a member of the The Property Ombudsman and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced.

Our staff will always endeavor to resolve any complaint with you directly and as quickly as possible.

A complaint can be referred either by you or the member of staff you are dealing with to the Clarkes Branch Manager, Mr Alex Caddy if required. In the event that Clarkes are not able to resolve the issue with you directly we can then refer the matter to The Property Ombudsman.

2. If you believe your complaint is not being fully addressed by a member of staff then please write to Mr Alex Caddy at the address above.

3. Your complaint will be acknowledged within 2 working days with a confirmation letter. Mr Alex Caddy will then investigate the matter and a formal reply will be sent to you within 21 days of receipt of your complaint.

4. If you are not satisfied with the outcome of our initial investigation, you will have a further opportunity to have your complaint reviewed by one of our Company Directors.. If you are not satisfied with Alex Caddys formal reply then please write to Mr Steve McCullough at the address giving your reasons. Mr McCullough will acknowledge your letter within 2 working days then investigate the matter and a final reply will be sent to you within a further 21 days.

5. In the event that the final review and letter still fails to satisfy your complaint, then you are at liberty to have the matter referred to the The Property Ombudsman. We will submit our file to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.

You can find further information about the Property Ombudsman here:
<http://www.tpos.co.uk/index.htm>

The Property Ombudsman

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Salisbury
Wiltshire SP1 2BP
Tel: **01722 333306**