

Complaints Procedure

Making a complaint – Lettings and Sales

Saxons is a voluntary member of The Property Ombudsman Scheme (TPO) for Lettings and Sales and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded we have the following complaints procedure in place for lettings.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases we hope that any issues can be resolved quickly and amicably to customers' satisfaction at Manager level.

Written Complaints

If you complained in writing then your letter and any associated documentation will have been passed to the Manager to deal with.

Email

We will deal with complaints received in any form including email. Please provide as much information to assist us in resolving your complaint as quickly as possible.

Stage One – Acknowledgement

We will acknowledge your complaint in writing within 3 working days of Saxons Ltd receiving your complaint.

Complaints should, in the first instance, be directed to the Manager in writing detailing your complaint please provide as much information as possible. They will endeavour to liaise with you quickly and resolve your complaint immediately, no later than 7 working days from first notification.

A letter or email will provide you with contact details for the Manager handling your complaint.

It is important that you provide any information or paperwork that will assist Saxons to resolve your complaint as soon as possible.

Stage Two – Director

Should the Manager not be able to resolve your complaint to your satisfaction, you can refer the matter to the Director who will respond within 7 working days from receipt.

Stage Three – Outcome

We will inform you in writing of the outcome of our investigation. This Final Response letter will also advise:

Details of the steps we have taken to resolve the complaint, actions put in place to try and ensure that no further complaints of the same nature occur.

(Where appropriate) the nature and terms of any offer made that we deem to be a fair.

If we have been unable to resolve your complaint **within 4 weeks**, we will write to you again to explain why our investigation is still in progress and to let you know that we will be in touch again within at least the next 4 weeks.

Stage Four – The Property Ombudsman

Once the internal Saxons complaints procedure is exhausted, which includes receiving a written letter detailing the steps we have taken to resolve your complaint, you may, if you are unsatisfied, approach the Ombudsman.

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306

For your information:

- You must make your complaint to the Property Ombudsman within 12 months of the date of our written letter.
- The Ombudsman will not consider your complaint until our internal complaint's procedure has been exhausted and you have received our final letter.

The Property Ombudsman website can be found here: www.tpos.co.uk

Please address your correspondence to the relevant department

Sales

Mr T Wilson
Saxons Estate Agents
21 Boulevard
Weston-super-Mare
North Somerset
BS23 1NR
tony@saxonswsm.co.uk

Lettings, Property & Block Management

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