

### **VG Estate Agent Complaint Handling Policy**

#### **Policy Statement**

VG Estate Agent is committed to providing exceptional customer service. Whilst we make every effort to ensure customer service is high, sometimes mistakes are made and we need you to tell us about it to help us to improve our standards. This complaints procedure has been established for clients who feel dissatisfied with any part of our service.

#### **Making a Complaint**

Raise your complaint with the member of staff responsible for the service in question. If the matter is not resolved promptly or fully, Virginia Galloway will become involved in an effort to reach a satisfactory resolution. If you are not satisfied with how your concern has been handled, we will request that the complaint is put to us in writing, addressed to:

Virginia Galloway  
Director  
VG Estate Agent  
119a Halifax Road  
Ripponden  
Sowerby Bridge  
HX6 4DA

#### **Written Complaint Procedure**

We will send you a letter acknowledging your complaint within three working days of receipt, enclosing a copy of this procedure. Virginia Galloway will then investigate your complaint.

A detailed written response will be sent within 15 working days, explaining the outcome of the initial investigation and suggestions for resolving the matter.

If you remain dissatisfied, VG Estate Agent will issue a final viewpoint letter. This provides a written statement which clearly expresses VG Estate Agent's final view on all the complaints raised. It will refer you to The Property Ombudsman.

#### **The Property Ombudsman**

The role of the Ombudsman is to consider disputes that cannot be resolved through an agent's in house complaints procedure. As such, they can only become involved in the complaint once this complaints procedure has been followed.

The Property Ombudsman can be contacted to request an independent review as per below:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP

[admin@tpos.co.uk](mailto:admin@tpos.co.uk)

[www.tpos.co.uk](http://www.tpos.co.uk)

**Please note the following:**

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.