

WHEN THINGS NEED SORTING OUT

OUR COMPLAINTS PROCEDURE

We are committed to providing you with the highest level of service possible, but sometimes things can go wrong. By letting us know when you have a problem, we can work with you to understand what has happened and put it right. This guide explains how to make us aware of your views so that we can address any concerns quickly and professionally.

HOW DO I REPORT A COMPLAINT?

The first thing you need to do is contact us and explain which part of our service you are unhappy with. You can report your concerns by phone, in writing by post, or by email.

We will aim to resolve any issues immediately. If this is not possible, your concerns will be escalated to a manager who will investigate the matter.

COMPLAINTS CONTACT

Charlotte Rayner

Parkes & Pearn

13 Baytree Hill, Liskeard, Cornwall, PL14 4BG

Phone: 01579 343633

Email: hello@parkesandpearn.co.uk

WHAT HAPPENS NEXT?

- We will send you a written acknowledgement within three working days, identifying the person responsible for investigating the issues raised.
- We will gather as much information as possible and liaise with the relevant departments to establish the facts.
- We will send a detailed response within fifteen working days, explaining the outcome and asking whether the suggested resolution is satisfactory. If we need more time, we will provide a written explanation for the delay.

All complaints are kept confidential and handled fairly and impartially. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and close the complaint. If you have concerns in the meantime, please contact the person named in your acknowledgement letter.

COMPLAINTS PROCEDURE

ESCALATION AND INDEPENDENT REDRESS

STILL NOT HAPPY?

After receiving our response, if you feel your complaint has not been fully addressed, please tell us and we will aim to resolve the matter.

Your concerns will be acknowledged within three working days and passed to an alternative, more senior member of staff for consideration. Where possible, a final response will be issued within fifteen working days. If we cannot respond within this timescale, we will tell you when we expect to provide a resolution and explain your right to refer the matter to a third party.

If you remain dissatisfied, you may refer your complaint to our independent redress scheme.

INDEPENDENT REDRESS SCHEME

The Property Ombudsman

Unit 159756, PO Box 7169, Poole, BH15 9EL

Consumers: 01722 333306

Website: www.tpos.co.uk



You must refer your complaint to the redress scheme within 12 months of our final correspondence regarding your complaint.

INSURANCE COMPLAINTS

Complaints relating to insurance are handled separately to meet regulatory requirements. We will acknowledge an insurance complaint within five working days and aim to provide a final response as soon as possible, and within eight weeks.

If you are unhappy with our final response, you may refer the matter to the Financial Ombudsman Service within six months:

Financial Ombudsman Service

Exchange Tower, Harbour Exchange Square

London E14 9SR

0800 023 4567

complaint.info@financial-ombudsman.org.uk

financial-ombudsman.org.uk