Saturley Garner & Co. Complaints Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 3 working days of receipt. You should receive a response and an explanation within 15 working days. If you are unsure which member of staff to write to, your complaint should be sent to The Manager, Saturley Garner & Co. Ltd, The Hive, 6 Beaufighter Road, Weston-super-Mare, BS24 8EE.

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to Miss E. Garner, Managing Director, Saturley Garner & Co. Ltd, The Hive, 6 Beaufighter Road, Weston-super-Mare, BS24 8EE, and ask for your complaint and the response to be reviewed. You can expect a response within 15 workings days with our final viewpoint on this matter.

We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently time-scales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with the final reply, or more than 8 weeks has elapsed since the complaint was first made, then you can request an independent review by The Property Ombudsman without charge.

We belong to the following Property Ombudsman Scheme and you can seek redress by writing to the scheme at The Property Ombudsman, Milford House, 43 – 55 Milford Street, Salisbury, Wiltshire, SP1 2BP. 01722 333 306. admin@tpos.co.uk www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, 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.