

## **Residential Sales Customer Complaints Procedure:**

We at James Hayward, are committed to providing you with the highest standard of service. However, there may be an occasion when our service falls short of your expectations, therefore, we have designed the following guidelines to help you make us aware of your dissatisfaction, so we can address your concerns.

### **Step 1:**

To file a residential sales customer complaint, start by contacting the estate agent directly, either in writing to, Customer Complaints, James Hayward Estate Agent Ltd., 181 Chase Side, Enfield EN2 0PP, or by email [sales@james-hayward.com](mailto:sales@james-hayward.com)

Please include specific details about the issue and how you would like to see the problem resolved.

### **Step 2:**

James Hayward's compliance or customer liaison team member will acknowledge your complaint, usually within 3 working days and begin an internal investigation.

You should receive a formal response within 15 working days, although timelines may vary dependent on complaint.

### **Step 3:**

If you're not satisfied with the initial response, please do not hesitate to call our office or, you can escalate the complaint to Director level.

We will try to resolve the situation hopefully, before this is necessary.

### **Step 4:**

If you feel that your complaint remains unresolved or are unhappy with our final response, you can escalate it to The Property Ombudsman (TPO)

The TPO is an independent body that reviews complaints about estate agents and can award compensation if appropriate. This ensures impartial and fair handling of unresolved complaints.

## **Tips for Effective Complaints**

A: Outline the issue, dates, people involved and desired outcome.

B: Keep records - Save all correspondence, contracts and evidence if applicable

C: Know your rights: Estate agents are bound by codes of practice if they're members of professional bodies like TPO or NAEA.