



Farr & Farr

Sales
Lettings

farrandfarr.co.uk

Complaints Procedure-

At Farr & Farr we take customer satisfaction seriously and that's why it's important for us to know when things go wrong. Telling us about it gives us the chance to fix things for you and make improvements. This page explains how you can make a complaint to us and what we will do with it.

Contact us-

We will aim to sort things out for you as soon as we can. The easiest and quickest way is to visit, email, or telephone the branch manager at the branch that you have been dealing with.

What we will need from you-

Please ensure you include as much detail as possible about what has gone wrong along with-

- your name
- address
- contact details with a convenient time for us to contact you.

What we will do-

- Acknowledge receipt of your complaint within 3 working days following receipt
- Contact you to seek and gain a resolution

For more complex complaints we may require additional time to investigate your complaint. In circumstances where more investigation is required, we will keep you informed and may contact you to gain additional information as part of the complaint investigation.

Our response-

If a complaint has required additional time to investigate our responses will be sent via letter with an outcome. This will outline the details of our investigation, how we reached our decision and if appropriate, what we're going to do to put things right. Included below is information about The Property Ombudsman.

Timescales-

We aim to resolve your complaint within 8 weeks. If having reviewed our outcome letter, you are still not satisfied please contact us again and we will arrange for a separate review to take place by a senior member of staff. A thorough review will be completed, following which you will receive a Final Response Letter. This can take up to a further 15 working days.

The Property Ombudsman-

If you don't agree with our resolution and you'd like to take it further, you can ask The Property Ombudsman (TPO) to look into it. This is free, independent and impartial service that aim to resolve complaints.

Although you can refer your complaint to the TPO, they will require confirmation that you have exhausted our complaints procedure and have received our Final Response. We'll send you the full details of our decision in our Final Response, including your right to refer to the TPO. If you do so it must be within 12 months of the date of our Final response.

Web: www.tpos.co.uk

Email: admin@tpos.co.uk

Phone: 01722 333 306

Post: The Property Ombudsman, Milford House, 43-55 Milson Street,
Salisbury, SP1 2BP