

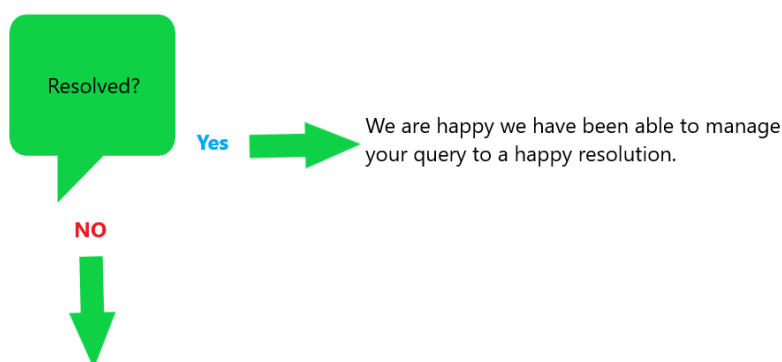
# Benson and Partners Complaints Procedure

## Step 1

### Speak to your Negotiator or office point of contact

Speak to your Negotiator dealing with your case. This is the quickest way to raise your concerns with us as the negotiator would have dealt with your case.

Should you have an issue with the member of the team dealing with your case, please revert to step 2.



## Step 2

### Escalate the matter to the office manager

Each Benson and Partners office has a Branch or office manager who will be more than happy to try and help you resolve your query. Please write to the office manager of the office dealing with your complaint. They will acknowledge your complaint within 3 working days of receipt and an investigation will be undertaken. A formal written outcome of the investigation will be sent to you within 15 working days.



## Step 3

### Escalate to a compliance Officer



**You can further escalate your complaint by writing to the Legal & Compliance Department at this address:**

*Head office  
Benson and partners ,  
49 lower Addiscombe road,  
Croydon,,  
Surrey, CR0 6PQ*

This complaint will also be acknowledged within three working days of receipt and an investigation undertaken by a Compliance Officer.

A formal written response will be sent to you within fifteen working days.



## Step 4

### You have the Right to refer your case to The Property Ombudsman

Once the Compliance Officer has investigated your complaint, Bensons will send you a letter expressing our final view.. It will also advise you that you are entitled if you remain dissatisfied to refer the matter to The Property Ombudsman within **twelve** months for a review. Please note that the Property Ombudsman will only review complaints made by consumers.