

# START & CO COMPLAINTS PROCEDURE

Start & Co have been successfully trading in Newquay as independent estate agents for 40 years. I take great pride in our commitment to providing our customers the very best service in all aspects of estate agency. If you are in receipt of this complaints procedure document, please firstly accept my apologies that matters have led you to consider making a formal complaint against my company or one of our staff members. Please rest assured that matters such as this receive my personal attention in order to fully resolve any conflict or complaint. I set out below our internal complaints procedure, along with details of how to escalate matters should I not be able to satisfy you with my findings and conclusions. If you should have any questions relating to making a complaint, please do not hesitate to contact me personally.

**B.L.Start FNAEA CertREAA (Partner)**

## INTERNAL COMPLAINTS PROCEDURE – SALES & LETTINGS

1. Start & Co, a Member of The Property Ombudsman scheme, aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by Bradley Start and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.

2. If you have a complaint against a member of our staff, one of our partners or our firm in general, please write in the first instance to the one of the senior Partners as follows:

### PRIVATE & CONFIDENTIAL

**B. L. Start Esq/J. C. Start Esq - Start & Co, 12a Cliff Road, Newquay, Cornwall, TR7 2NE**

3. Your complaint will be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.

4. If you are not satisfied with the outcome of our initial investigation and final review and feel that we have failed to satisfy your complaint, then you are at liberty to have the matter referred to the The Property Ombudsman, within 12 months of our final viewpoint. We will submit our file to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.

### QUESTIONS?

Should you have any queries in respect of making a complaint via our **in-house procedure**, please contact Bradley Start on (01637) 875847 or via email at [bradley@starts.co.uk](mailto:bradley@starts.co.uk).

Should you have any queries in respect of making a complaint via **The Property Ombudsman**, please visit their website ([www.tpos.co.uk](http://www.tpos.co.uk)) or you can contact them direct, as follows: The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. Tel: 01722 333306. Fax: 01722 332296. email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

If, following an Ombudsman ruling, you are still not 100% satisfied, the professional trade body Propertymark may also consider your complaint. The association conduct and membership rules set higher professional standards than the law demands. We, as agents must abide by these rules as part of their membership and they will investigate any member who fails to meet them. If you wish to make a complaint via Propertymark, please visit <https://www.propertymark.co.uk/professional-standards/complaints.html>

