



## COMPLAINTS POLICY

### This Policy

This policy explains how:

- you, the clients, can raise a complaint about our services; and
- how we will deal with complaints.

We will always aim to provide high quality services and to provide a high standard of client care. We recognise however that sometimes we may not get things right and as such, it is important that you can raise any issues or complaints with us.

### How to Make a Complaint

If you would like to make a complaint, you can do so via email to:  
[info@buzzproperties.co.uk](mailto:info@buzzproperties.co.uk)

### Information

Please include the following information in your complaint:

- Your full name
- Your contact details (telephone and email)
- The fact that you are raising a complaint
- Any relevant dates and times which are relevant to your complaint
- The type of services we have provided to you
- A key summary of the problem or problems you have experienced and why the services were not satisfactory.

### What to Expect

Complaints will be processed and looked at during our business hours which are:

Monday to Friday 09:30 - 5:30

Complaints will be dealt with by our complaints manager: Katy Kilby

### Acknowledgement

We will acknowledge your complaint within **7 business days** of our receipt of it.

## Investigation

Our complaints manager will then conduct a thorough investigation into your complaint. Our complaints manager may need to contact you in order to obtain further details during the investigation.

## Response

A response to your complaint will ordinarily be provided to you via email.

Our complaints manager will ordinarily provide the full response within **20 business days** of our receipt of your complaint. Sometimes, the investigation may take longer. If this is the case our complaints manager will contact you to tell you, and you will be provided with a revised timeframe within which you should expect to receive a response. You will receive regular updates thereafter.

Our complaints manager may agree with all or some of your grounds of complaint. If this is the case, we will aim to offer a satisfactory solution to you, which may include:

- A full refund
- A partial refund
- Provision of the services again

We will offer the solution which our complaints manager judges is most appropriate in the circumstances. The above examples are the usual solutions we may offer, although there may be occasions where we offer a different solution where this is appropriate.

If our complaints manager does not agree with your grounds of complaint, you will be provided with full details to explain why this is the case. If you are unhappy with this decision you may wish to progress matters externally (see below).

## Other Options

We hope that we will be able to help in resolving your complaint. However, if you are not happy with the outcome of your complaint, you may wish to raise a formal dispute externally via other avenues.

## Ombudsman

The following ombudsman scheme can assist in resolving disputes about our services: **The Property Redress Scheme**

If you are not content with our response, you can provide a letter confirming that we have reached a position of deadlock so that your complaint can be considered by the ombudsman. Furthermore, if the complaint has not been resolved or you have not heard from us within 8 weeks, you will also have the right to refer the complaint to the ombudsman.

Following any deadlock letter or after the above period of time has elapsed, you will have a period of 2 months to refer the matter to the ombudsman.

Details about the ombudsman, including further information about the time limits and requirements, can be found here: <https://www.theprs.co.uk/consumer/how-it-works>

## **Our Regulator**

Our services are regulated by: **The National Trading Standards**

Details about our regulatory body can be found here:  
<https://www.nationaltradingstandards.uk/work-areas/estate-agency-team/>

You have the option of contacting our regulatory body in relation to a complaint about our required standards should you deem this appropriate.

## **Professional Body**

We are a member of: **The Property Redress Scheme**

Details about this body can be found here: [complaints@theprs.co.uk](mailto:complaints@theprs.co.uk)

We adhere to the relevant guidelines and code of conduct prescribed by the above body. You can contact this body about any complaint should you deem this appropriate.

## **Legal Claims**

We would always hope that disputes can be resolved at the lowest possible level. However, if the complaint cannot be resolved by any of the above methods, you may wish to obtain legal advice and/or explore other legal remedies which may be available to you.

Information about your legal rights as a consumer can be found on the Citizens Advice Bureau website.