

# LATHAM ESTATES

## SALES & LETTINGS

### **Complaints Procedure**

Latham Estates Sales & Lettings Ltd are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward.

If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

#### **Please request a copy of The Property Ombudsman Consumer Guide**

#### **Stage 1 - Your Complaint**

Please put your complaint in writing either by letter or email and address it to

**Mrs Debra Latham (Director)**

**Latham Estates Ltd**

**16 The Square, Holmes Chapel, Crewe, Cheshire. CW4 7AB**

**Email: [Debra@latham-estates.co.uk](mailto:Debra@latham-estates.co.uk)**

Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

#### **Stage 2 - Our Acknowledgement**

We will acknowledge receipt of your complaint within three (3) working days

#### **Stage 3 - Our Investigation**

Your complaint will be investigated, and Debra Latham will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate within fifteen (15) working days

#### **Stage 4 - Our Final Investigation**

If you remain unhappy, your subsequent complaint will be further reviewed, and Debra Latham will provide a written response outlining our final position and proposing resolutions where appropriate within fifteen (15) working days

#### **Stage 5 - The Property Ombudsman**

**Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to:**

Independent Redress Scheme

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

SP1 2BP

01722 333306

[www.tpos.co.uk](http://www.tpos.co.uk) [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

**You must refer your complaint to The Property Ombudsman within 12 months of the date of our final viewpoint letter including any evidence to support your case.**

If you are still not satisfied after the last stage of our in-house complaints procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman with out charge.

*No charge will be made for any complaint we handle.*