



FW Lettings Ltd t/a John Whiteman & Co COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it so we can work with you to understand what's happened and put it right. This will help us to improve our standards.

If you have a complaint, please put it in writing (letter or email), including as much detail as possible.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the Office or Department Manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of the date of receipt of your complaint.
- If you are still not satisfied, you should contact us again (letter or email), and we will arrange for a separate review to take place by a senior member of staff.
- We will then write to you within 15 working days of the date of receiving your request for a review, confirming our final viewpoint on the matter.

All complaints are kept confidential and will be dealt with in a fair and unbiased way. If we do not hear from you within eight weeks of our response, we will assume the matter resolved and close the complaint.

The Property Ombudsman If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review, who will require that you have exhausted our internal complaints procedure above before reviewing. You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman, Milford House, 43-45 Milford Street, Salisbury, Wiltshire SP1 2BP
01722 333 306 | www.tpos.co.uk

ARLA Propertymark We are members of ARLA Propertymark and if you feel your complaint has not been satisfactorily dealt with by ourselves and The Property Ombudsman, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form.

Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

01926 496 791 | complaints@propertymark.co.uk
www.propertymark.co.uk/professional-standards/complaints

Should you wish to discuss your complaint at any stage of the process, please call 020 8950 2551 and ask for the Office Manager.



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