



INTERNAL COMPLAINTS PROCEDURE

Here at Royston & Lund Estate Agents Limited 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. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below. Your Complaint should be sent to Mr Liaqat Ali (for concerns re: our sales division), Company Director, 3 Fountain Court, Gordon Road, West Bridgford, Nottingham. NG2 5LN or email liaqat.ali@royston-lund.co.uk or Mrs Frances Longhurst (for lettings/property management depts), Lettings Manager, 3 Fountain Court, Gordon Road, West Bridgford, Nottingham. NG2 5LN or email frances.longhurst@royston-lund.co.uk.

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. We will review your file and speak to any members of our team who were involved. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff. Should you wish to escalate to this stage then please write to Mr Gary Lund, (for sales) Company Director, 3 Fountain Court, Gordon Road, West Bridgford, Nottingham. NG2 5LN or email gary.lund@royston-lund.co.uk or Mrs Stephanie Caine (for lettings/property management depts), 3 Fountain Court, Gordon Road, West Bridgford, Nottingham. NG2 5LN or email stephanie.caine@royston-lund.co.uk.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire. SP1 2BP. Telephone 01722 33306. www.tpos.co.uk