

COMPLAINTS PROCEDURE

**Complaints Policy**

At Enfields we are committed to providing a high quality estate agency service to all persons using our service. But we do know that however well an organization is run and however committed that organization is to giving a good service, mistakes will sometimes happen. So when something goes wrong we do want you to tell us about it. This will help us to improve our standards.

**The Enfields Structure**

All Enfields offices are independently run by Franchisees operating under licence granted by Enfields Franchising LLP. Enfields Franchising does monitor standards to ensure that Franchisees give a good service but this structure does mean that any complaints are dealt with by the individual Franchisee. Full details of the Franchisee that runs the relevant office will be shown on any agreement you have entered into with Enfields. Alternatively, you can contact that office for the details or contact the Head Office of Enfields Franchising at 4 Brunel Way, Segensworth East, Fareham, Hampshire, PO15 5TX, telephone number 01489 865194 or email address headoffice@enfields.co.uk.

**Complaints Procedure**

1. It is always best to try and resolve matters quickly and informally. So if you are dissatisfied with the service you have received we recommend that this is first raised informally with the person at Enfields you have been dealing with or alternatively you may wish to speak to their manager. This enables most problems to be resolved quickly and effectively.
2. If you remain dissatisfied with the service given then you should put your complaint in writing and address it to the Franchisee at the relevant office. This could be sent by post or by email. Where the Franchisee is a Limited Company or Limited Liability Partnership you can address your complaint in general terms to the Directors but if you prefer you may want to first contact the office and ask for the name of the relevant Director who would deal with your complaint.
3. When setting out your complaint in writing we would urge you to take care to give a clear and concise explanation. If there is more than one concern it is often useful to use numbered paragraphs. Try and avoid going into unnecessary detail as that can sometimes have the unfortunate effect of important points being overlooked.
4. Your complaint will be dealt with by a Director of the Franchise. You will be sent a written acknowledgement of your complaint within three working days of receipt. Where your complaint has been lodged by email or where you provide us with an email address that response will normally be given by email in order to speed up communication.
5. The matter will be investigated by the Director which will include checking Enfields records and where necessary talking to any members of staff involved. It might be that additional information is needed from you in which case the Director will contact you. If the Director believes a meeting with you would be helpful in terms of either investigating your complaint or resolving your complaint then you will be invited to attend such a meeting.
6. The Director will give a full response in writing to your complaint. This will normally be sent to you within 15 working days of receipt of your complaint. Sometimes it will take longer to give a response where for example a matter is very complex or where relevant members of staff are not available to give their account because of sickness or holiday. If the Director is not able to give a substantive response to your complaint within the period specified you will be informed of the reason for the delay.
7. On receipt of the Directors substantive response you might want the Director to reconsider that decision if you remain dissatisfied. That will however only be appropriate if there are important additional factors to be taken into consideration that had not previously been known, or if you believe the Director has misunderstood the nature of your complaint or failed to respond to any part of your complaint.

**Role of Enfields Franchising LLP**

Our hope is that the Director of the Franchise will have resolved matters to your satisfaction. As the Franchisee is an independent business, Enfields Franchising will not normally intervene in the decision taken by the Director of the Franchise. If you remain dissatisfied with the way the matter has been dealt with by the Director of the Franchise, you can refer the matter to Enfields Franchising. The role of Enfields Franchising will be to check whether the Franchisee correctly followed this complaints procedure, properly carried out a full investigation and has given a full and accurate response to your complaint. If that is the case, Enfields Franchising will not take action to require the Franchisee to respond in a different way unless it is shown that the Franchisees decision in relation to your complaint was perverse or clearly inconsistent with the facts established. A Director or Senior Representative of Enfields Franchising LLP will normally give you a written response within 15 working days of receipt your complaint. If there is a reason why further time is needed to properly respond to your complaint you will have been kept informed in writing.

**Role of The Property Ombudsman**

In practice we find that most complaints are satisfactorily resolved by the relevant Franchisee. If, however, having followed the procedure set out above you remain dissatisfied you are entitled to ask The Property Ombudsman to investigate your complaint and give his adjudication. Enfields subscribes to The Property Ombudsman service which is an independent service established to assist in the resolution of complaints about estate agents. Note any complaint to The Property Ombudsman must be made within twelve months of the date Enfields notify you in writing of their final decision in respect of your complaint.

The address of The Property Ombudsman is:

The Property Ombudsman Ltd

Milford House

43-45 Milford Street

Salisbury

Wiltshire

SP1 2BP

Tel No: 01722 333 306

Website: www.tpos.co.uk