



COMPLAINTS PROCEDURE

C residential has a formal complaints procedure which is explained below.

As a customer you can expect a first-class service from us and we aim to provide it. We have high standards, but if you believe that we have made a mistake, please get in touch with us as soon as possible and we will do everything we can to put it right.

We are also subject to the rules of The Property Ombudsman. In general terms this gives customers who are unable to resolve a complaint against us the right to have this reviewed by an independent person via The Property Ombudsman redress scheme. However, we hope that our own complaints procedure will resolve any complaint without the need for you to contact them.

Please note that the Ombudsman will not investigate your complaint before you have completed our complaints procedure and you have received a letter from us giving you our final response.

The following page confirms step-by-step our internal complaints procedure. At every stage we promise to listen and to do everything we can to resolve your problem and to make sure you are happy with the way we do it.

January 2020

'C' the difference – 'C' the results

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Step-by-Step Procedures

- If you have a problem relating to C residential please discuss this with one of our branch staff. Our aim is to deal with your problem sympathetically, fairly and quickly.
- If you feel that the matter is not being resolved to your satisfaction, please ask to speak with the Sales Manager – Vicki Kiernan. She will try to resolve the matter on the day you raise your complaint, although whether this is possible will of course depend on the nature of your complaint.
- If the response by the Sales Manager does not resolve the matter to your satisfaction we will acknowledge receipt of your complaint in writing within 3 working days.
- We will give our response to you formally within 15 working days in writing.
- If your problem has still not been resolved and you are not satisfied with the steps taken by C residential, then the company will forward to you The Property Ombudsman Consumer Guide detailing the steps for taking the complaint further. The contact details for The Property Ombudsman are: The Property Ombudsman Ltd, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. (Telephone 01722 333306) www.tpos.co.uk
- The Property Ombudsman will consider your complaint, taking into account any points made by you and C residential. The Ombudsman may however refuse to investigate a complaint where your issue refers to something that happened more than 12 months before you complained in writing to us, or you referred your complaint to the Ombudsman more than six months after you received our final offer of settlement or answer.
- The Ombudsmans' officer may try to settle the dispute by agreement between you and C residential. If this is unsuccessful, the Ombudsman will consider all the relevant factors and make a decision according to what he believes to be fair in all the circumstances.
- The Ombudsman will send their decision to you and C residential. You can choose to accept or reject his decision. If you reject the Ombudsman's decision it will lapse and you will be free to do as you wish. You can take legal action. Your legal rights will not have been affected by the Ombudsmans' decision.