

Policy Statement

This policy and procedure sets out how Ten Property Agents will deal with general complaints about the company. Ten Property Agents recognises that there will be occasions when its actions do not meet the reasonable expectations of its customers.

This procedure is designed to enable proper consideration to be given to each complaint in a way that is fair and impartial as possible. All complaints will be handled by a senior member of the company. A summary of all complaints will be reviewed by the Board of Directors to ensure customers are treated fairly at all times.

How to complain

Most complaints can be agreed and resolved informally by discussing the issue with a Ten Property Agent member of staff or management. However, if after discussing any concerns you remain dissatisfied a formal complaint can be submitted.

Complaints can be made in any way to Ten Property Agents and we ask for you to provide as much detail as possible to enable the complaint to be addressed as quickly as possible.

If Ten Property Agents are unclear on any point it will contact the customer to seek clarification in order that it can give full consideration to all the points they wish to make.

Process

All registered complaints will be handled by our appointed Complaints Manager or another senior member of staff at the discretion of Ten Property Agents depending on the nature of the complaint.

If you are unhappy with the decision and findings you have the right for a review by both Founder Directors. If you remain dissatisfied with the outcome you have the right to submit your complaint to the Property Ombudsman Scheme for consideration.

Ten Property Agents will endeavour to ensure those involved in the review of the complaint were not party to the original decision but as Ten Property Agents is a small organisation this may not always be possible.

Timeframes

Ten Property Agents will send you an initial acknowledgement to your complaint within 3 working days and will aim to send a full response within 15 working days. However, in some circumstances, for instance where the issues are particularly complex, it may take longer and if Ten Property Agents thinks this is likely it will write to the complainant with a revised timescale at the earliest opportunity.

What is not covered

This policy does not cover complaints relating to the Freedom of Information Act for which there is separate legislation or matters relating to guidance given. Individuals may not always agree with our guidance, we understand and accept this and we always welcome constructive criticism of the guidance. Whilst we endeavour to respond to all such observations made on our work, we will not treat them as formal complaints.

Peter Gammon

Complaints Manager / Founder Director

Version Issue Date: 8th February 2025

How we will deal with your complaint

If you wish to make a formal complaint against Ten Property Agents in writing by letter, fax or email and you should send it to:

Peter Gammon
Ten Property Agents
165 Great North Road
St Neots
Cambs
PE19 8EQ

Email: peter@tenpropertyagents.co.uk

Fax: 01480 274310

Once we have received your complaint it will be dealt with in accordance with the following 3 step procedure:

- Step 1:** You will be sent an acknowledgement within 3 working days of receipt of your complaint; if we are unclear as to any aspect of the issues you have raised with us we may ask you for additional information or clarification in order to investigate the matter further. If we do not receive clarification within 15 working days we will be unable to review the complaint and the case will be closed.
- Step 2:** Our Complaints Manager / Founder Director will review your complaint and a full reply will be sent to you within 15 working days.
- Step 3:** If you are dissatisfied with this response, you can refer your complaint for review by our two Founder Directors. All aspects of the complaint will be reviewed and a response sent to you within a final response in a further 15 working days.

In some circumstances, for instance where the case is particularly complex, it may take longer than 15 working days to review your complaint at any particular stage above. If we think this is likely we will write to you with a revised timescale at the earliest opportunity.

In the event you remain dissatisfied with our response we would advise you refer this matter to the Property Ombudsman Scheme.

Ten Property Agents are registered with the Property Ombudsmen Scheme under number: D14522

Ten Property Agents are registered member of Propertymark M197210

