



Hughes and Hughes Estate Agents

COMPLAINTS HANDLING POLICY

We are committed to providing high quality estate agent services to all our clients. If something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Complaints about the service of Hughes and Hughes Estate Agents should be sent in writing to: The Directors, Hughes and Hughes Estate Agents, 4 The Causeway, Chippenham, Wiltshire, SN15 3BT.

Where your complaint may have initially been made orally to a member of the team in our office, you will be required to send full details of your complaint in writing to the Directors.

Once we have received written details of your complaint, we will contact you in writing within 3 working days to acknowledge your complaint and advise you of the actions we will be taking. You will also be invited to make any further comments you may have in relation to the circumstances leading to your complaint.

Within 15 working days of receiving your written complaint, we will write to you to inform you of the outcome of our investigation and let you know what actions have been or will be taken.

If you remain dissatisfied with any aspect of the handling of your complaint you should contact the Directors again at the above address, who will instigate a further review and you will receive a written response within 15 working days from receipt of your letter to inform you of the conclusion of this review.

This second response will be read and approved by a director before it is sent to you.

If you remain dissatisfied you may refer the matter to the Ombudsman Services: Property, PO Box 1021, Warrington WA4 9FE.

Please note, that by making a formal complaint to Hughes and Hughes and/or the Ombudsman, this will not necessarily delay or prevent our Debt Recovery Department issuing legal proceedings against you for any sums outstanding. Any complaint, pending or otherwise is an entirely separate matter to the fees due to us and therefore should be settled promptly to avoid litigation.

Hughes & Hughes Estate Agents
4 The Causeway, Chippenham, Wiltshire, SN15 3BT
www.hughesandhughes
01249 466 999