

ANTHONY FLINT PROPERTY CONSULTANTS **COMPLAINTS PROCEDURE**

Here at Anthony Flint Property Consultants, we strive, as a team and as individuals, to have the highest possible standards of customer care. We aim to provide, honest, transparent, and quality services to both Clients and Customers.

However, we sometimes get it wrong, and we are sorry that on this occasion you feel the need to make a complaint about our standard of service.

If you are unhappy about any aspect of our service, or the way in which you feel you have been treated by a member of the team, we encourage you to make your views known to us immediately and we will seek to address the matter.

The Five Principles of Anthony Flint's Complaints Procedure:

- 1. To resolve any complaint at the first point of contact;**
- 2. To deal with any complaint promptly, fairly, and politely, and where appropriate informally;**
- 3. To make the complaints process as simple and stress free as possible;**
- 4. If we have made a mistake, to learn from our mistake and use it to improve our services to our valued Clients and Customers;**
- 5. To ensure that all complaints are dealt with as confidentially as possible (except where other parties are materially involved – i.e., '*joint ownership of a property*');**

If things do go wrong, please identify whether your complaint is about a service that you have received from us, or the way in which you felt you have been treated by a member of the team, or if it concerns something about our organisation as a whole.

1. In the first instance:

- If your complaint refers to our Sales Team, then please address your verbal or written complaint to:
 - Natasha Flint on 01492 877418 or natasha.flint@anthonyflint.co.uk



- If your complaint refers to our Rental Team, then please address your verbal or written complaint to:
 - Natasha Flint on 01492 877419 or natasha.flint@anthonyflint.co.uk

Natasha will log and acknowledge your complaint within three working days.

2. Your complaint:

- If your complaint cannot be dealt with by an informal conversation with one of our team, then you will receive a formal written outcome of the investigation and it will be sent to you within fifteen working days of your original complaint. In exceptional cases, where the timescale needs to be extended beyond this limit, you will be notified, and an explanation will be provided.
- If you still remain dissatisfied with the handling of your complaint you can request that your complaint, be escalated to a senior level Director. In this instance, please write to:
 - Anthony Flint, Regents House, 125 Mostyn Street, Llandudno, LL30 2PE or email anthony.flint@anthonyflint.co.uk
- Please give full details of your complaint and why you feel that your initial complaint was not dealt with in a satisfactory manner. You will receive an acknowledgment of your correspondence within three working days. Mr Flint will investigate your complaint and make a final decision within fifteen working days as to whether your complaint has been upheld and if it has not been upheld, why it has not been upheld.

3. If you are still not happy:

- **If you are not happy with the response to your complaint, then you need to outline the reasons why you are dissatisfied in a letter to:**
 - **The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP / Tel: 01722 335458 / www.tpos.co.uk**

