

FAIRFIELD ESTATE AGENTS IN HOUSE COMPLAINTS/GRIEVANCE PROCEDURE

1. Fairfield Estate Agents Limited, a Member of The Property Ombudsman Scheme, aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a Grievance Procedure has been introduced. This provides for the matter to be dealt with internally by a manager or director and in the event that we are not able to deal with the matter to our mutual satisfaction – by reference to The Property Ombudsman.

2. If you believe you have a grievance, please write in the first instance to the Director at the address below:

Mr Justin Elvins Director
Fairfield Estate Agents Limited
190 Bushey Mill Lane
Watford
Herts WD24 7PE

3. Your grievance will be acknowledged within 3 working days, investigated thoroughly in accordance with established in-house procedures, and a reply sent to you within 15 working days of receipt of your letter.

4. If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the grievance reviewed by another Director at the address given below:

Mrs Angela Finn Director
Fairfield Estate Agents Limited
33 The Parade
Prestwick Road
Watford
Herts WD19 7EE

They will reply within 15 working days of your request, confirming their final viewpoint on the matter.

5. In the event that the final viewpoint still fails to satisfy your grievance, then you are at liberty to have the matter referred to The Property Ombudsman, to whom information will be provided by this Firm. You are also entitled to have your grievance referred to the Ombudsman should we fail to deal with matters expeditiously i.e. Within 8 weeks from the date of written notification to ourselves.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
Telephone: 01722 332296 www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.