

COMPLAINTS HANDLING PROCEDURE (CHP) for REED AND BAUM ESTATE AGENTS

As a Propertymark protected firm we have in place a CHP, which meets the regulatory requirements. Our CHP has two stages. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint in house to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by Propertymark.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Stage One In house complaints process

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Reed and Baum Estate Agents
FAO Aidan J Reed BSc MRICS FNAEA Director
11 High Street
Quorn
LE12 8DS
aidan@reedandbaum.co.uk

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 3 working days. If we are not able to give you a full response, we will update you within 28 working days.

Stage Two Redress Scheme

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider, as approved by Propertymark. We have chosen to use the following redress providers:

For Consumer Clients:

The Property Ombudsman Ltd
Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

admin@tpos.co.uk