



Complaints Procedure

Ogilvy & Sneyd

If you're not satisfied with the service you have received from Ogilvy & Sneyd, we have created a complaints procedure. This is to help us deal with your grievance quickly, effectively and efficiently and turn a potential negative experience and situation into a positive one.

Dealing with the complaint

Our aim is to always provide you, our customers, with great service. However, sometimes this doesn't happen. On these occasions, we are committed to resolving any of your issues as quickly as we possibly can. We have detailed our complaints process below:

- 1** Please write (letter or email) to one of our Managers with details of your complaint, setting out clear reasons for your grievance(s) together with any relevant dates and any staff members you dealt with. Please also attach or enclose any supporting evidence.
- 2** The Manager is required to acknowledge your complaint (in writing or by email) within 3 working days of receiving it.
- 3** The Manager will review your complaint and provide you with a formal written outcome within 14 working days of receiving the complaint.
- 4** Should you be dissatisfied with the outcome of your complaint, you may refer your complaint to the Ombudsman. Please note you must refer your complaint to the Ombudsman within 12 months of receiving your written outcome from our Managers.

The Property Ombudsman

You can contact The Property Ombudsman at:

The Property Ombudsman Ltd
Unit 159756, PO Box 7169
Poole
BH15 9EL
Tel: 01722 333306
Email: admin@tpos.co.uk
Web: www.tpos.co.uk

Referring conduct issues to Propertymark

Ogilvy & Sneyd is a member of Propertymark. If your complaint concerns our conduct and you remain dissatisfied following our internal dispute resolution, you may refer the matter to Propertymark, which may investigate where there is evidence that a member has breached its

Conduct and Membership Rules. Please note that Propertymark does not have powers to award compensation.

You can contact Propertymark at:

Propertymark

Arbon House, 6 Tournament Court

Edgehill Drive, Warwick

CV34 6LG

Tel: 01926 496 791

Email: compliance@propertymark.co.uk

Web: www.propertymark.co.uk/professional-standards/complaints.html