

# Resolving your complaint

At Hetheringtons we strive to ensure that the process of letting a property either as a Landlord or as a Tenant runs as smoothly as possible. However we understand that occasionally things may not always go according to plan. With this in mind, we have a rigorous process to ensure any issues that may arise are resolved in a satisfactory manner.

All our team members at Hetheringtons take customer satisfaction very seriously and we will endeavour to resolve the matter as quickly and as professionally as possible.

## Our customer care process

### Branch Discussion

Any initial dissatisfaction can be brought to the attention of the Branch Manager or your Property Manager, either by visiting your local branch, by phone or via email. The Branch Manager or Property Manager will do everything they can to resolve the matter as effectively as possible, involving the people who know you and your transaction best.

### Making a formal complaint with our Customer Care Team

If you feel that your issues have not been dealt with or resolved to your satisfaction, you can refer the matter to our Customer Care Team who are on hand to help deal with any formal complaints.

**This team are not affiliated with any specific branch or brand, and will therefore review your complaint independently of the branch or Property Management Centre.** They will investigate what has occurred, and put a plan in place to ensure you remain supported throughout your transaction, keeping you fully informed at various stages of your complaint.

Your complaint will be acknowledged within 3 working days and responded to within 15 working days of us receiving. Feedback is shared with the Senior Management team so that lessons can be learnt and reviews undertaken, this ensures that as a business we are meeting all of our customers' needs and expectations.

#### You can contact this team at:

Email: [Customercare@countrywide.co.uk](mailto:Customercare@countrywide.co.uk)

Phone: 0161 233 8231 (Monday to Friday from 9am – 5:30pm)

Post: Customer Care Team, Countrywide House, Lake View Drive, Annesley, Nottingham NG15 0DT.

### The right to appeal

If you remain dissatisfied by the response received by our Customer Care Team, then you have the right of appeal, meaning a separate and detached review of the complaint by a different member of the team not directly involved with the original investigation. You are able to make us aware of this at the contact details above. You will again receive an acknowledgement within 3 working days and full response within 15 working days of us receiving this.

### Referral to The Property Ombudsman

We genuinely hope that all concerns can be settled amicably between us. However, if you remain dissatisfied you can seek redress through The Property Ombudsman who provide a free, independent service for dealing with any unresolved disputes.

Please note that The Property Ombudsman will not consider your complaint until you have completed our internal complaints procedure. Any referral to The Property Ombudsman must be made within 12 months of the date of our final response.

#### Contact details are:

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

Phone: 01722 333306 (Monday – Friday 9am – 4.30pm excluding bank holidays)

[admin@tpos.co.uk](mailto:admin@tpos.co.uk) | [www.tpos.co.uk](http://www.tpos.co.uk)