

Hunter & Company

In House Complaints Procedure

We aim to provide a high standard and professional service to our clients and customers at all times. When things go wrong, we need you to tell us about it and if that happens we are committed to resolving matters quickly and fairly. This will help us improve our standards going forward.

Please find below our step by step process if you do wish to raise a complaint against us:

Step 1

Please put your complaint in writing either by letter or email and address it to the Jessica Naylor-Barnes (Director). Please include as much detail as possible together with dates, names of any staff members you dealt with and enclosing/attaching any supporting evidence.

Address:

Hunter & Company
Robert Denholm House
Bletchingley Road
Nutfield Village
Surrey
RH1 4HW

Email Address: jessica@hunterandcompany.co.uk

Step 2

Your complaint will be acknowledged within 3 working days of receiving it.

Step 3

Your complaint will be investigated thoroughly and Jessica will provide you with a formal written outcome of her investigation within 15 working days of receiving the complaint.

Step 4

Should you not be satisfied with Jessica's outcome of her initial investigation you may write by letter or email to Adam Barnes (Director) at the addresses below and he we will carry out a separate and detached review of your complaint resulting in a 'Final Viewpoint Letter' which will be sent to you within 15 working days of the matter being escalated to him.

Address:

Hunter & Company
Robert Denholm House
Bletchingley Road
Nutfield Village
Surrey RH1 4HW

Email Address: adam@hunterandcompany.co.uk

Step 5

Should you still be dissatisfied after receiving our 'Final Viewpoint Letter', then you may refer the complaint to the Ombudsman whose details are below. Please note that you must refer your complaint to the Ombudsman within 12 months of receiving this letter for the Ombudsman to consider it.

Address:

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

Robert Denholm House, Bletchingley Road, Nutfield Village, Redhill, RH1 4HW

t: 01737 823 894 | m: 07525 116 163

www.hunterandcompany.co.uk

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