

Austin Rees Complaints Handling Procedure

We are sorry that you are not happy with the service you have received from Austin Rees. We operate a formal complaints handling procedure in accordance with ARMA Rules.

1. We have appointed Mr D Paige as Director of Austin Rees Ltd to deal with complaints. If you have a question or would like to make a complaint, please do not hesitate to contact him using the dedicated contact details shown below. Please note, we reserve the right to nominate an alternative case handler if necessary.
2. If you have initially made your complaint verbally – whether face-to-face or on the telephone – it would assist us in dealing with the complaint if you could please also make it in writing, either by post or by email. Please address your complaint to the contact details shown below. Please note, if your complaint relates to insurance related activities, we will need to refer you to the appropriate party, therefore please specify within your complaint whether this is the case: –

Mr D Paige
Director
Austin Rees Limited
135-137 Dyke Road
Hove
BN3 1TJ

complaints@austinrees.com

3. Once we have received your written complaint Mr Paige will contact you in writing within 3 working days to acknowledge receipt of your comments.
4. Within 15 working days from receipt of your written representations, Mr Paige will write to you in order to inform you of the outcome of our investigation into your complaint and to inform you of the actions which have or will be taken.
5. If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge:

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

01722 333306

www.tpos.co.uk
admin@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 independent review.

Revised: 22nd September 2023