

Complaints Procedure

At Valencia Estates Limited, customer service is our number one priority, but we know that sometimes things may not go as planned. When that happens, we want to put it right as soon as possible.

If you have a complaint about the member of staff you have been dealing with or any aspect of the service you have received, please contact us as soon as possible to help us understand what has happened and how it can be fixed.

STAGE ONE

Your satisfaction is our top priority and all our members of staff have been trained on how to support you through any situation that could arise as part of the services we provide.

As such, your first step should always be to talk to the member of the staff that has been working with you, so that they can have the chance to put things right and resolve the issue as soon as possible. We ask that any issues are therefore raise in writing as soon as possible, and the corresponding email/ letter sets out the details of your complaint, the consequences for you as a result and the remedy you are seeking.

Once your complaint is received, we will acknowledge receipt of the same within 72 hours of receipt. After this, we will carry out an investigation.

Please note that sometimes it may take longer to investigate fully. If this happens, we will let you know within three working days. The latest that you will receive a written response is within 15 working days.

STAGE TWO

Branch Manager

If the member of staff you had been dealing with is not able to resolve your complaint, if you are not satisfied with their response or you do not feel comfortable raising it with them, please let us know by contacting in writing, by post or email, so that the branch manager can start a full investigation as soon as possible:

- Email: Send us an email to complaints@valenciaestates.co.uk
- Post: 19 Albert Street, Mansfield, Nottinghamshire, NG18 1EA

Once your complaint is received, the branch manager will aim to deal with any issue within 72 hours.

Sometimes it may take longer to investigate fully. If this happens, we will let you know within three working days. The latest that you will receive a written response is within 15 working days.

Please note that whilst we aim to resolve all matters as quickly as possible. Inevitably some issues will be more complex and therefore may require longer to investigate fully. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

STAGE THREE

The Property Ombudsman Service

In the unlikely event that you remain dissatisfied then you may refer the matter to The Property Ombudsman (TPO) at the following address:

The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL
www.tpos.co.uk

Please note the following:

If you do wish to contact The Property Ombudsman Service, you must do it within 12 months of receiving our final view letter, providing any evidence to support your complaint.

The Ombudsman Service will only consider your complaint after you have gone through our complaint's procedure, so please always start by contacting us directly. We will try to get the problem sorted as soon as possible.

A copy of these rules can be provided on request. Please contact Valencia Estates office for further information