



Hannells & Hannells Lettings | Complaints Procedure

We are a member of The Property Ombudsman and aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have put in place a set process by which any raised complaints are handled.

If you would like to submit a formal complaint to Hannells, please follow the steps outlined below:

1. In order your concerns are addressed as effectively as possible we ask that you first raise them verbally with the Branch Manager of the Hannells office concerned.
2. If your complaint is not satisfied, you can escalate your complaint by writing to the Area Director. The Branch Manager will supply you with their name and contact details.

We will endeavour to acknowledge your written complaint within 24 hours of its receipt but in any event, we will acknowledge it within 3 working days and an investigation will be undertaken.

A formal written response will be sent to you within 15 working days, confirming our final viewpoint on the matter.

It will also advise you that you are entitled if you remain dissatisfied to refer the matter to The Property Ombudsman within 12 months for a review:

Address: The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9EL

Tel: 01722 333 306

Web: www.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 be addressed through our in-house complaints procedure first and will not consider your complaint until our internal complaint procedure has been exhausted.

All complaints are kept confidential and will be dealt with in a fair and unbiased way. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed.

WE ARE MEMBERS OF PROPERTYMARK

If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website and download a complaint form.

Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

Email: complaints@propertymark.co.uk

Tel: 01926 496 791

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



Follow us on



Hannells Estate Agents

hannells.co.uk | enquiries@hannells.co.uk

Opening Hours

Mon - Fri: 09:00am - 17:30pm

Sat: 09:00am - 16:00pm

Sun: Closed

