

# Complaints Procedure

## WHEN THINGS NEED SORTING OUT

We are committed to providing you with the highest level of service possible, but sometimes, things can go wrong. By letting us know when you have a problem, we can work with you to understand what's happened and put it right. This easy-to-use guide tells you how to make us aware of your views so that we can address any concerns you may have, quickly and professionally.

## HOW DO I REPORT A COMPLAINT?

The first thing you need to do is contact the Lettings Area Director of the relevant Beresfords branch that you have experienced an issue with. You can report your concerns to us in writing either by post or email as shown below.

**Danny Marsh, Lettings Manager**  
29 Newland Street, Witham, CM8 2AF  
d.marsh@beresfords.co.uk

If your complaint actually relates to the Lettings Manager themselves then please write to Ryan Spong, Lettings Director and his contact details are as follows:

**Ryan Spong, Lettings Director**  
10 Springfields Lyons Approach, Chelmsford, Essex,  
CM2 5LB  
r.spong@beresfords.co.uk

## WHAT HAPPENS NEXT?

When we receive your complaint, we will:

- Send you a written acknowledgement within three working days.
- Collate as much information as possible and liaise with the various departments involved to establish all the facts.
- Send a detailed response within fifteen working days, informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns however, you will receive a written explanation for the delay.

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. Should you have concerns in the meantime however, please contact the member of staff whose name appears on the letter of acknowledgement.

## STILL NOT HAPPY?

After receiving our response, if you feel your complaint has not been fully addressed by the relevant Lettings Manager, you can escalate your complaint to Ryan Spong, our Lettings Director. His contact details are as follows:

**Ryan Spong, Lettings Director**  
10 Springfields Lyons Approach, Chelmsford, Essex,  
CM2 5LB  
r.spong@beresfords.co.uk

Mr Spong will acknowledge receipt of your complaint within three working days and undertake his own investigations. Subsequently he will provide you with a written response within 15 working days of the date your letter of complaint was received.

Following conclusion of the investigation carried out by Mr Spong, if you still remain unsatisfied, then you can refer the matter onto our independent redress scheme, the Property Ombudsman.

They will then conduct a fully independent review of the matter but any referral made to them must be initiated within 12 months of the date of Mrs Barcham's final written response back to you.

Their contact details are as follows:

**Property Ombudsman Limited**  
Milford House, 43 – 55 Milford Street, Salisbury,  
Wiltshire, SP1 2BP  
P: 01722 333306 / E: admin@tpos.co.uk / W: tpos.co.uk

## CONTACT PROPERTYMARK

### We are members of propertymark

Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules.

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

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.

Their contact details are as follows:

**Regulation, Propertymark**  
Arbon House, 6 Tournament Court, Edgehill Drive,  
Warwick, CV34 6LG  
P:01926 496 791  
E:complaints@propertymark.co.uk  
W:propertymark.co.uk/complaints

## DILAPIDATION DEPOSIT DISPUTES

If your issue specifically relates to a matter linked to a dilapidation deposit then landlords and tenants have access to the following adjudication service.

The contact details are as follows:

**The Tenancy Deposit Scheme**  
West Wing, First Floor  
The Maylands Building  
200 Maylands Avenue  
Hemel Hempstead  
HP2 7TG  
P:03000371000  
E:deposits@tenancydepositscheme.com  
W:www.tenancydepositscheme.com