CUSTOMER COMPLAINTS PROCEDURE/POLICY

Introduction

We at TERRY THOMAS & COMPANY LTD are committed to dealing effectively with any complaints you have about our service. If we have made a mistake we will apologise and try to put things right.

We review complaints regularly. Wherever possible, we will use this information to improve the way we do things. We also welcome comments and compliments about the service we have provided.

How to contact : Terry Thomas & Company Ltd

We want it to be simple and convenient for you to raise a complaint, make a comment or pay us a compliment.

To contact us:

• Call: (01267) 235330

• Email: sales@terrythomas.co.uk

• Write to: Terry Thomas & Company, Cambrian House, Cambrian Place, Carmarthen, SA31 1QG

What can you expect from us when you make a complaint?

If we receive a complaint from you, we will do all that we can to help you and we will try to find a solution to any problems you have brought to our attention. We will ensure that:

• Your complaint is acknowledged within 3 working days of the date that it is received

• We will aim to resolve the complaint within 15 working days - if your complaint is more complex we may need more time.

• We will let you know within the 15 working day period if we think it may take longer to investigate your complaint and tell you how long we expect it to take, providing regular updates.

We will respect your right to confidentiality and privacy and we will treat you fairly and in accordance with our commitment to equality.

If you are asking us for a service for the first time e.g. repairs, you should give us a chance to put things right. If you are not happy with our response and you let us know, we will then treat it as a complaint.

The person who is investigating your concerns will firstly aim to establish the facts. In some instances we may ask to meet you to discuss your concerns

Outcome

Following our investigation, we will let you know what we have found and we will use your preferred form of communication, such as letter or e-mail, when we contact you. We will explain how and why we came to our conclusions. If we find that we have done something wrong, we will tell you this, explain what happened and apologise. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again.

Putting things right

If there is a simple solution to your problem, we may ask you to accept this solution. For example, where you asked for a service and we see straight away that you should have had it; we will offer to provide the service rather than continue to investigate

Staff training

We will make sure that our staff are trained to handle complaints effectively and receive appropriate training in the use of the Complaints Policy.

The Redress Scheme

We are a member of The Property Ombudsman:

- Call: 01722 333 306
- Email: admin@tpos.co.uk
- Write to: The Property Ombudsman, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP.
- Website: www.tpos.co.uk

You can contact the Redress Scheme at any time. However, they are unable to deal with a complaint until our complaints process has been completed and we have had a chance to put things right.

Complaint Management Process

The process for resolving matters which have not been addressed to your satisfaction within agreed timescales or expectations is set out below:

Stage 1 - Making your complaint

Please set out the details of your complaint in writing (either by letter or email) by contacting Mr Matthew Thomas, Company Director at:

Email: mail@terrythomas.co.uk

Address: Cambrian House, Cambrian Place, Carmarthen, SA31 1QG

Telephone number: (01267) 235330

Include as much detail as possible, including dates, names of any members of staff you have dealt with, and where you are able to enclosing/attaching any supporting evidence.

Stage 2 - Our acknowledgement

Your compliant will be acknowledged and you will receive a response within 3 working days of us receiving your complaint.

Stage 3 - Our investigation

Your complaint will be investigated and Mr Matthew Thomas, Company Director will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate

Timescale: Within 15 working days of receiving your complaint

Stage 4 - Final Viewpoint

If you remain dissatisfied, you should contact us again and we will conduct a separate review to be undertaken by Jodie Adshead, Office manager. This will outline our final viewpoint on the matter.

Timescale: Within 15 working days of receiving your request for a further review

Stage 5 - Redress

If our final viewpoint letter does not resolve matters (or more than 8 weeks has elapsed since the complaint was first made), you can request an independent review from

The Property Ombudsman - Company Number D14477 of which we are a member, without charge.

Timescale: You must refer your complaint to the Property Ombudsman - Company Number D14477 within 12 months of receiving our final viewpoint letter.