

Andrews Estate Agents, Andrews Letting and Management, Andrews Corporate Client Services and Andrews Leasehold Management

Andrews are genuinely committed to giving its customers the best possible service but there may be occasions when we do not meet your expectations. If this happens, we are keen to hear from you.

Any issues you may have should be raised with your point of contact at the Branch where you are conducting your business and they will be happy to assist you and answer any concerns for you.

However, if this does not resolve your concerns, then it may be necessary for you to formally complain using our Internal Complaints Procedure. There are two stages to this Procedure so that we ensure all customer comments are taken very seriously and investigated thoroughly with every effort made to ensure that the outcome is balanced, objective and fair to you, and to the members of staff involved. Contact information for both stages will be detailed at the end of this document.

Stage 1 – Branch Manager

You may contact the Branch Manager either in writing, by email or verbally, to make your complaint. It is helpful if you can provide the following information when doing so:

- Name, address and best contact information
- Clear detail of the issues you wish to raise and would like investigating
- Brief detail of how you would like your issues to be resolved

The Manager will arrange for your complaint to be acknowledged within 3 working days and will ensure you receive a full response to all the issues you have raised within 15 working days. This should hopefully resolve the issues you have raised.

If your complaint is actually about the Branch Manager, then you should escalate your complaint to the Area Manager. It is helpful to provide a further communication advising the Area Manager why particularly you feel your complaint has not been resolved, and send to Customer Support. The Area Manager will conduct a separate review of the issues raised and provide you with a full response within 15 working days.

Stage 2 – Customer Support

If you continue to remain dissatisfied after the investigation completed by the Branch Manager, you can refer your complaint to Customer Support who are based at Andrews Property Group Head Office. A thorough investigation will be completed and you will receive a Final Viewpoint Letter. This can take up to 15 working ways. This response will be Andrews final viewpoint. If you refer a complaint directly to Customer Services, the relevant Branch Manager will be asked to investigate in the first instance.

If, after exhausting the Andrews Internal Complaints Procedure, you remain dissatisfied (or more than 8 weeks has elapsed since the complaint was first made), you may escalate your complaint to The Property Ombudsman without charge. In order for The Property Ombudsman to review your complaint, you must have first received our Final Viewpoint Letter. The contact details for The Property Ombudsman is:

Office of The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Tel : 01722 333306 admin@tpos.co.uk www.tpos.co.uk

Contact Information

Stage 1 – Branch Manager

Name: Tel No:

Branch Address: Email:

Stage 2 – Customer Support

Andrews Property Group, Customer Support, Bath Hill, Keynsham, Bristol, BS31 1HL

Tel : 01179 860000 Email : Customersupport@andrewsonline.co.uk