Internal Complaints Procedure
Belgarum Estate Agents Limited

We are committed to providing a professional service to all our clients and customers. If something goes wrong, we need you to tell us about it. This will help us improve our standards and help us to ensure we continue to offer a professional level of service.

If you feel that have reason to complain, we have the following procedure in place to ensure your concerns are investigated and a response issued.

Stage 1

You should submit your complaint in writing, providing as much detail as possible, by post or email to:

Alex Lambourne, Director.
Belgarum Estate Agents Limited, Talbot House 83 High Street, Winchester SO23 9AP
alex.lambourne@belgarum.com

- We will acknowledge your complaint within 3 working days.
- We will then investigate the points you have raised and provide you with a written outcome of our investigations within 15 days from the date of our acknowledgement letter.

Stage 2

If we are unable to resolve the matter to your satisfaction, you may progress to Stage 2 of our Complaints Procedure. You should submit your complaint, in writing, setting out the reasons you are unable to accept the response at stage 1, and request a further review. Please send to:

John Leeson, Managing Director.
Belgarum Estate Agents Limited, Talbot House 83 High Street, Winchester SO23 9AP
john.leeson@belgarum.com

- We will acknowledge your complaint within 3 working days.
- We will then investigate the points you have raised and provide you with an outcome of our investigations by way of a Final Viewpoint within 15 days from the date of our acknowledgement.

Stage 3

If we are unable to resolve the matter to your satisfaction after completion of stages 1 and 2 processes or more than 8 weeks has elapsed since the complaint was first made, and you have no new or additional points to raise, you can request an independent review to our redress provider, The Property Ombudsman, without charge. You have 12 months from the date of our final viewpoint to submit your request to TPO at:

The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL
www.tpos.co.uk
admin@tpos.co.uk
01722 333 306

We will fully cooperate and release any information as requested. We will also adhere to the recommendations made as a result of a formal investigation.

Internal Complaints Procedure
Belgarum Estate Agents Limited - Lettings

We are committed to providing a professional service to all clients and customers. If something goes wrong, we need you to tell us about it. This will help us to resolve your personal experience and improve our standards to ensure we continue to offer high quality service.

If you feel that have reason to complain, we have the following complaints procedure in place to ensure your concerns are investigated and a response issued.

Stage 1

You should submit your complaint in writing, providing as much detail as possible, by post or email to:

Dan Salkeld, Head of Lettings.
Belgarum Estate Agents Limited, Staple Chambers, Staple Gardens, Winchester, SO23 8RS
daniel.salkeld@belgarum.com

- We will acknowledge your complaint within 3 working days.
- We will then investigate the points you have raised and provide you with a written outcome of our investigations within 15 days from the date of our acknowledgement letter.

Stage 2

If we are unable to resolve the matter to your satisfaction, you may progress to Stage 2 of our Complaints Procedure. You should submit your complaint, in writing, setting out the reasons you are unable to accept the response at stage 1, and request a further review. Please send to:

John Leeson, Managing Director.
Belgarum Estate Agents Limited, Talbot House, 83 High Street, Winchester SO23 9DA
john.leeson@belgarum.com

- We will acknowledge your complaint within 3 working days.
- We will then investigate the points you have raised and provide you with an outcome of our investigations by way of a Final Viewpoint within 15 days from the date of our acknowledgement.

Stage 3

If we are unable to resolve the matter to your satisfaction after completion of stages 1 and 2 processes, or more than 8 weeks has lapsed since the complaint was first made, and you have no new or additional points to raise, you can request an independent review to our redress provider, The Property Ombudsman, without charge. You have 12 months from the date of our final viewpoint to submit your request to TPO at:

The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL
www.tpos.co.uk
admin@tpos.co.uk
01722 333 306

We will fully cooperate and release any information as requested. We will also adhere to the recommendations made as a result of a formal investigation.