

Complaints Procedure

1. Introduction

We always aim to provide a high standard of care in all our services.

Our customers' views are important to us and help to ensure our services are consistently meeting people's needs. If you are unhappy with any of our services, it is important that you let us know.

2. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence.

In the first instance your complaint should be directed in writing to Sonia Duffin.

Email: sonia@duffinsestateagents.co.uk

Office: 334 Bolton Road, Blackburn. BB2 4HY

Your complaint will be acknowledged within 3 working days. The branch will conduct a full and thorough investigation and a full written response will be sent within 15 working days.

3. How you can make a complaint

We ask that you make your complaint in writing, either by letter or email.

4. Anonymous complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

5. Time limits

You should complain as soon as you can after the date on which the event occurred or came to your notice. If you complain more than three months later, we may not be able to investigate properly. But we shall also consider whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.

6. If you remain dissatisfied

In the unlikely event that you are still dissatisfied then you may refer the matter to the Property Redress Scheme. More information can be found at www.theprs.co.uk