



## **Percival & Company (Earls Colne) Ltd - Internal Complaints Handling Procedures**

Here at Percival & Company we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below:

### **Membership details**

Percival & Company (Earls Colne) Ltd is a member of The Property Ombudsman Scheme (TPOS); Propertymark the National Association of Estate Agents (NAEA) and Propertymark the Association of Residential Letting Agents (ARLA).

By belonging to these organisations, we are required to follow strict professional standards.

### **Stage One – Line Manager**

We would request that you initially make your complaint in writing to the Manager in charge of the section of our company to which the issue arose. Upon receipt of your complaint he/she will assess your submission and will respond within five working days of receiving your written complaint.

Telephone number - 01787 223879

Email - earlscolne@percivalandcompany.co.uk

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

### **Stage Two – Branch Manager**

If you wish to progress your complaint beyond the Line Manager, you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, the Branch Manager will acknowledge your correspondence within five working days. You will receive a full response within 15 working days.

Telephone number - 01787 223879

Email - earlscolne@percivalandcompany.co.uk

### **Stage Three – Director**

Should you feel we have not satisfactorily dealt with the matter; you may address your complaint to the Director, this must be done within 28 days of the letter from the Branch Manager. Your correspondence will be acknowledged within five working days and he/she will issue a Final Viewpoint letter within a further 10 working days.

Telephone number - 01787 223879

Email - [earlscolne@percivalandcompany.co.uk](mailto:earlscolne@percivalandcompany.co.uk)

### **Stage Four - The Property Ombudsman Scheme**

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman.

The complainant has 12 months to refer the complaint to the Ombudsman from the date of the final viewpoint letter.

If we have failed to respond within 8 weeks, the complainant can go direct to the Ombudsman.

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306, email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk), website: [www.tpos.co.uk](http://www.tpos.co.uk) or post:

TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

*The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.*

### **Stage Five – NFOPP Regulation**

Once the Ombudsman has concluded his investigation you may forward your complaint to the NFOPP Regulation Department which is the regulatory function of the NAEA, ARLA, ICBA and NAVA.

You will need to submit your complaint to the NFOPP Regulation Department within six months of the Ombudsman's final review. You should include a copy of the Ombudsman's review a copy of your signed acceptance/rejection letter and any other supporting documentation which you feel will assist the assessment of your complaint.

The contact details for the NFOPP Regulation are:

Email: [complaints@nfopp-regulation.co.uk](mailto:complaints@nfopp-regulation.co.uk), website: [www.nfopp-regulation.co.uk](http://www.nfopp-regulation.co.uk) or post:

NFOPP Regulation, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.

### **PERCIVAL & COMPANY (EARLS COLNE) LTD**

**YORK ROAD**

**EARLS COLNE**

**COLCHESTER**

**ESSEX**

**CO6 2RN**

**01787 223879**