



Complaints Policy of Ben Rose Estate Agents

At Ben Rose Estate Agents, we are committed to providing a professional and high-quality service to all our clients. If something goes wrong, we encourage you to let us know so we can address the issue and improve our standards.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To make sure everyone at Ben Rose Estate Agents knows what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.

Stage One

If you have a complaint, please submit it in writing, including as much details as possible. Send it to the relevant branch using the contact details outlined below:

Chorley Branch Manager – tammy@ben-rose.co.uk
Leyland Branch Manager – catherine@ben-rose.co.uk
Bamber Bridge Branch Manager – jess@ben-rose.co.uk
Longton Branch Manager – chris@ben-rose.co.uk
Lettings Manager – joanne@ben-rose.co.uk

The complaint will be logged in our system and an acknowledgement will be sent within 3 working days of receiving your complaint.

Stage Two

We will then investigate your complaint. This will normally be dealt with by the branch manager who will review your file and speak to the relevant staff members. You will receive a formal, written outcome of our investigations within 15 working days from the date of our acknowledgement letter.

Stage Three

If, at this stage, you remain dissatisfied, please email customercare@ben-rose.co.uk to request a further review by a senior member of staff.

We will write to you within 15 working days of receiving your request, confirming our final viewpoint on the matter.

Stage Four

If you are still not satisfied, you may refer your complaint to The Property Ombudsman to request an independent review.

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
www.tpos.co.uk

Please note that you will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints go through our in-house complaint's procedure, before they will consider an independent review.