



Alexandre Boyes Ltd

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you wish to make a formal complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below which forms our in-house **Complaints Handling Procedure.**

Stage 1—Your Complaint

Please put your formal complaint in writing by letter or email addressed to either:

Emma Gasson **Lettings Director**
Email: emma@alexandre-boyes.co.uk

Keren Dolan **Estate & Block Management Director**
Email: keren@alexandre-boyes.co.uk

Alexandre Boyes Ltd, 48 Mount Ephraim, Tunbridge Wells, Kent TN4 8AU

Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where possible enclosing/attaching any supporting evidence. You should also indicate clearly that your complaint is formal.

Stage 2—Our Acknowledgement

Your complaint will be acknowledged and we will start our in-house complaints process

Timescale

Within 3 working days of receiving your complaint

Stage 3—Our Investigation

Your complaint will be investigated and on conclusion we will provide you with a formal written response addressing your specific complaints, proposing resolutions where appropriate

Timescale

Within 15 working days of receiving your complaint we will send you our written formal response

Stage 4 —Your next step

Following receipt of our formal written response should you remain dissatisfied we ask that you inform us within 10 working days, in writing. A final in-house review will be undertaken and on conclusion we will provide you with our final view statement. Please send this to:

Kate Boyes **Group Director**
kate@alexandre-boyes.co.uk

Alexandre Boyes Ltd, 48 Mount Ephraim, Tunbridge Wells, Kent TN4 8AU

Timescale

Within 15 working days of receiving your further complaint we will send you our final view statement



Stage 5—Government Redress Schemes

It is a legal requirement for estate agents and letting agents to be members of a government approved independent redress scheme (alternative dispute resolution provider), who can provide fair and reasonable resolutions to disputes. If you remain dissatisfied after the last stage of the in-house complaint procedure you can request an independent review at no cost from

For Consumers:

The Property Ombudsman (TPO)

Milford House
43-55 Milford Street
Salisbury
SP1 2BP
01722 333306
www.tpos.co.uk admin@tpos.co.uk

Please note that you must refer your complaint to The Property Ombudsman within 12 months of our final view statement. However, if we fail to acknowledge and review your written complaint within eight weeks, you can refer the matter directly to The Property Ombudsman (TPO).

We are members of the Royal Institution of Chartered Surveyors (RICS) and the Association of Residential Letting Agents (ARLA). If you remain dissatisfied with both the in-house complaint review and The Property Ombudsman outcome you may refer your complaint to these bodies.

Arla Propertymark

Regulation
6 Tournament Court
Edgehill Drive
Warwick
CV34 6LG
www.arla.co.uk/complaints@propertymark.co.uk

RICS

Service Improvement Team
55 Colmore Row
Birmingham
B3 2AA
020 7695 1670
www.rics.org/uk/footer/contact-us/complaints/ complaints@rics.org

You may also contact RICS where appropriate for unresolved business to business complaints.

Please note that no charge will be made for any complaint we handle. During the in-house complaint review you may be invited to make further comments or to attend a meeting with us or discuss it over the telephone.



