

Complaints Procedure

Paul Chillingsworth Homes has a formal complaints procedure which is explained below.

As a valued customer, we always expect all our vendors and clients to receive a first class service from us as we always aim to provide high levels of customer satisfaction. If you believe we have not provided the service expected or you are not entirely happy with us, then please do get in touch with Paul Chillingsworth Homes as soon as possible and we will do all we can to put things right.

As members of The Property Ombudsman Scheme we are subject to their rules. In general this gives customers who are unable to resolve a complaint against us the right to have this reviewed by an independent person. Please note that the Ombudsman will not investigate your complaint before you have completed our complaints procedure or a complaint that happened more than 12 months before you complained in writing to the Member Agency.

The aim of our complaints procedure is to resolve any issues or concerns as quickly as possible without the need for Stage three to be invoked.

Stage One •

If you have a problem or complaint please firstly discuss this with our office manager. Our aim is to deal with your complaint both quickly, fairly and sympathetically. We will acknowledge your complaint within 3 working days and look to respond no later than 10 working days of first notification.

Stage Two •

If you feel that the matter is not being resolved to your satisfaction, then secondly this must be put in writing to the Company Principal, Mr Paul Chillingsworth. You must write to them within 28 days of the complaint arising. You may be asked for additional information, if this is required to assist in resolving this matter. Your letter should state why you are still dissatisfied and what further action you wish Paul Chillingsworth Homes to take to fully resolve this complaint. Mr Chillingsworth will acknowledge your complaint within 3 working days of receipt of your letter and provide you with a full written response within 15 working days.

Final Stage •

Following stage 2 If you are still not satisfied with the steps taken by Paul Chillingsworth Homes to resolve your complaint you can write to The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. www.tpos.co.uk. The Ombudsman will take into account any points made by you and Paul Chillingsworth Homes, however, they may refuse to investigate a complaint that happened more than 12 months before you complained in writing to the Member Agency or your complaint to the Ombudsman was more than 12 months after you received the Member Agency's final offer of settlement to answer. The Ombudsman will not consider your complaint until our internal current complaints process has been exhausted. The Ombudsman's Office may try to settle the dispute by agreement between you and Paul Chillingsworth Homes. If this is unsuccessful, the Ombudsman will consider all the relevant factors and make a decision according to what they believe to be fair in all the circumstances. The Ombudsman will then send their decision to yourself & Paul Chillingsworth Homes. You can accept or reject their decision. If you reject the Ombudsman's decision, it will lapse and you are free to do as you wish. If you wish to take legal action, you can do so. Your legal rights will not have been affected by the Ombudsman's decision.