



Whitlocks Estate Agents Complaint Procedure

We pride ourselves on offering our clients a professional and first class service however, occasionally things can go wrong which may result in you wishing to provide feedback on our service.

Your feedback and happiness are very important to us, and we will always strive to investigate your complaint thoroughly and provide you with a quick and fair resolution.

We are proud to be members of The Property Ombudsman (TPO), the Association of Residential Lettings Agents (ARLA), the National Association of Estate Agents, (ANAEA associate member), Client Money Protection (CMP), and The Deposit Protection Service (DPS).

Please email or write to us with your complaint and advise how you would like the matter to be resolved. Please also include as much detail as possible, such as dates, names of any members of staff you dealt with, and where possible include any supporting evidence.

Email: sales@whitlocksestateagents.co.uk or lettings@whitlocksestateagents.co.uk

Address: Whitlocks Estate Agents, 229 Pagham Road, Nyetimber, Bognor Regis, West Sussex, PO21 3QD.

Telephone number: 01243 262747

Stage One

1. We will acknowledge receipt of your complaint in writing within five working days and a thorough investigation will be promptly undertaken.
2. A senior member of staff, who is not directly involved in the transaction will handle your complaint.
3. A formal written response will be sent to you within 15 working days, addressing your specific complaint, and proposing a resolution where appropriate. If we are unable to complete the investigation within the 15 days, we will advise you of the delays and keep you updated on progress.
4. If you are dissatisfied with our response at Stage One, you can request your complaint is escalated to Stage Two.

Stage Two

1. We will acknowledge receipt of your escalated complaint in writing within five working days and conduct a further investigation.
2. A senior member of staff who is not directly involved in the transaction or a Director will handle your complaint.
3. Within 15 working days we will provide you with a concluding written statement expressing our final viewpoint on the matter.
4. If you are dissatisfied with our response at the end of Stage Two, you may refer your complaint to one of our independent redress schemes.

Stage Three

As members of The Property Ombudsman, should you remain dissatisfied with our response at the end of Stage Two, you may refer the matter to them for independent redress. Such referral must be made within 12 months of the conclusion of Stage Two.

Our complaints procedure must be followed before our independent redress scheme will consider your complaint.

Address: The Property Ombudsman Ltd, Milford House, 43 – 55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Email: admin@tpos.co.uk

Telephone number: 01722 333 306 (Complaint enquiries)

Website address: <https://www.tpos.co.uk/>

Family Run Sales & Lettings Agent. Established in 1993.

01243 262747 | Whitlocks Estate Agents | 229 Pagham Road | Nyetimber | Bognor Regis | PO21 3QD
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