Turner Sales & Lettings

INTERNAL COMPLAINTS PROCEDURE

Residential Sales, Lettings & Property Management

At Turner Sales & Lettings, we are committed to providing a professional and reliable service. However, we recognise that occasionally things may go wrong.

If you are unhappy with any aspect of our service, we welcome the opportunity to investigate your concerns and resolve matters fairly and promptly.

Stage 1 Making a Complaint

We encourage you to raise any concerns with our team in the first instance, as many issues can be resolved quickly and informally.

If you wish to make a formal complaint, please put your concerns in writing and send them to:

Nick Munro
Turner Sales & Lettings
34 Broadway
Leigh-on-Sea, Essex, SS9 1AJ
nick@turnerestates.co.uk

We will acknowledge your complaint within 3 working days and investigate the matters raised.

We aim to provide a written response within 15 working days of receiving your complaint.

Stage 2 Final Review

If you remain dissatisfied with our initial response, you may request a further review by writing to:

Zac Turner
Turner Sales & Lettings
34 Broadway
Leigh-on-Sea, Essex, SS9 1AJ
zac@turnerestates.co.uk

Your complaint will be reviewed impartially, taking into account your original concerns, our investigation and any additional information provided.

We will issue our written Final Viewpoint Letter within 15 working days of receiving your request for a further review, explaining our findings and any proposed resolution.

Stage 3 Independent Review

If you remain dissatisfied after receiving our Final Viewpoint Letter, or if 8 weeks have passed since you first raised your formal complaint without resolution, you may refer the matter to:

The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL

Website: www.tpos.co.uk

The Property Ombudsman provides a free and independent service for reviewing eligible complaints.

You must normally refer your complaint within 12 months of our Final Viewpoint Letter.

We will cooperate fully with any investigation carried out by The Property Ombudsman.

Complaint Records

We maintain records of complaints received, investigations undertaken, correspondence and outcomes.

All complaints are handled confidentially, fairly and in accordance with our obligations under applicable legislation and The Property Ombudsman's Code of Practice.