

Residential Sales - Complaints Procedure

Information for Customers

As a company and a member of The Property Ombudsman (TPOS) who focus on customer service, Hodders aim to provide the highest standards to all of our customers. However, on occasion things cannot run as smoothly as intended and things do go wrong. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level

Stage One - Branch Manager

In the first instance, all complaints should be directed to the Manager of the Branch you have been dealing with. From there the Branch Manager will endeavour to resolve your complaint immediately, and no later than five working days of the first notification.

Stage Two - Sales Director

If you remain dissatisfied, you may then further your complaint. This **MUST** be done in written form, addressed to the Sales Director responsible for the Branch in question (these details can be provided by the Branch Manager). You must write to them within one month of receiving the 'Stage One – Branch Manager' response. Within three working days of receipt of your letter the Sales Director will acknowledge your complaint letter. A written response will be sent within 15 days of receipt of your letter, which will set out in writing to you their findings and recommendations as a "final view" on how they believe your complaint can be resolved.

Stage Three - The Property Ombudsman

You may approach The Property Ombudsman if you are not satisfied following the response from the Sales Director. Details of how to do this are available from various sources as listed below:

- *Within the final viewpoint letter from the Customer Relations Manager*
- *The Property Ombudsman Consumer Guide*
- *Online at <http://www.tpos.co.uk>*

Please note that you must do this within six months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.

Residential Lettings and Property Management - Complaints Procedure

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Information for Customers

As a company and a member of The Property Ombudsman (TPOS) who focus on customer service, Hodders aim to provide the highest standards to all of our Residential Lettings and Property Management customers. However, on occasion things cannot run as smoothly as intended and things do go wrong. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level

Stage One - Branch Lettings Manager

All complaints should, in the first instance, be directed to the Lettings Manager of the branch you have been dealing with. Complaints made in writing will be acknowledged within three working days. They will endeavour to resolve your complaint immediately, and no later than five working days of the first notification. We do recommend that where possible you outline your complaint in writing, especially if it appears a complex issue.

Stage Two – Lettings Director

Should your complaint remain unresolved, then you can refer it on to the Lettings Director responsible for the office in question. This MUST be a written summary of your complaint to the Lettings Director within one month of receiving the Branch Manager's response (these details can be provided by the Branch Manager). The Lettings Director will acknowledge your complaint within three working days of receipt of your letter. A written response will be sent within 15 days of receipt of your letter, which will set out in writing to you their findings and recommendations as a "final view" on how they believe your complaint can be resolved.

Stage Three - The Property Ombudsman

Following the response from the Lettings Director you may approach The Property Ombudsman if you are not satisfied with proposed resolution. Details of how to do this are available from various sources as listed below:

- *Within the final viewpoint letter from the Managing Director*
- *The Property Ombudsman Consumer Guide*
- *Online at <http://www.tpos.co.uk>*

Please note that you must do so within six months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints procedure is exhausted.