

Pigott & Hall

PIGOTT and HALL

COMPLAINTS PROCEDURE

**** If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint ****

Here at Pigott and Hall we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below:

Membership details

Pigott and Hall is a member of The Property Ombudsman Scheme (TPOS); the National Association of Estate Agents (NAEA); the Association of Residential Letting Agents (ARLA);
By belonging to these organisations, we are required to follow strict professional standards.

Stage One

We would request that you initially make your complaint in writing to one of the partners of our company. Upon receipt of your complaint he/she will acknowledge your complaint within three working days, assess your submission and carry out a thorough investigation. We aim to give a formal written outcome to the Complainant within 15 working days of receipt of the original complaint but if we can't we will explain why and give a date when we believe we can reasonably resolve this issue.

Contact details:

Timothy A. Hall MARLA MNAEA or Mrs C. V. Pigott
Pigott and Hall
38 Westgate
Grantham
Lincolnshire
NG31 6LY

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.



Residential and Commercial Sales, Property Management and Lettings
38 Westgate Grantham Lincolnshire NG31 6LY

Tel: 01476 592550 Fax: 01476 592386

www.pigottandhall.com Enquiries@pigottandhall.com

Partners: Timothy A. Hall MARLA MNAEA, Carole V. Pigott

VAT No. 890 6810 02



Stage Two – Branch Manager [job title of individual]

If you wish to progress your complaint beyond the First Partner contacted, you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, the 2nd Partner will acknowledge your correspondence within three working days. You will receive a Final Viewpoint letter within 15 working days - again if we can't we will explain why and give a date when we believe we can reasonably resolve this issue.

Contact details:

Timothy A. Hall MARLA MNAEA or Mrs C. V. Pigott
Pigott and Hall
38 Westgate
Grantham
Lincolnshire
NG31 6LY

Stage Three - The Property Ombudsman Scheme

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman.

You will need to submit your complaint to the Property Ombudsman Scheme within twelve months of our Final Viewpoint letter.

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306, email: admin@tpos.co.uk, website: www.tpos.co.uk or post:
TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.

Stage Four – NFOPP Regulation

Once the Ombudsman has concluded his investigation you may forward your complaint to the NFOPP Regulation Department which is the regulatory function of the NAEA, ARLA, ICBA and NAVA.

You will need to submit your complaint to the NFOPP Regulation Department within six months of the Ombudsman's final review. You should include a copy of the Ombudsman's review a copy of your signed acceptance/rejection letter and any other supporting documentation which you feel will assist the assessment of your complaint.

The contact details for the NFOPP Regulation are:

Email: complaints@nfopp-regulation.co.uk, website: www.nfopp-regulation.co.uk or post:
NFOPP Regulation, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.