

Complaints Handling Policy & Procedure

EVERHOUZ employees are committed to providing a high-quality property service to all our clients. When something goes wrong, we need to know about it and deal with it promptly and efficiently to help us check the quality of our service, improve our standards and maintain our exceptional reputation.

If you have a complaint

Please contact the employee that has been dealing with your matter, or their supervising Partner. These details will be on your agreement. We are happy to deal with your complaint by phone in the first instance, or by letter or email, as you prefer. If you wish to address someone else, please contact our Managing Director.

What happens next?

1. If the matter cannot be resolved after a conversation or initial correspondence, a letter will be sent to the client acknowledging the complaint and enclosing a complaint form. The complaint can be escalated by completing this form and sending it to the Managing Director.
2. Upon receipt of this form from the client, the complaint will then be investigated. This will normally involve passing the complaint to our client care partner, who will review the matter file and speak to the member of staff who acted.
3. A detailed written reply to the complaint will then be sent to the client, including suggestions for resolving the matter, within 21 days of receiving the complaint form.
4. If the client remains dissatisfied at this the Managing Director, Pavel Antoci, will arrange for a review of the decision and work with them to identify their continuing concerns.
5. EVERHOUZ will write to the client within 14 days of receiving any request for a review, confirming the final position of the complaint together with an explanation.
6. If the complaint remains unresolved, the client has the right to refer their complaint to the Property Redress Scheme, an independent organisation set up to deal with complaints against property agents. Full details are available

from them, but it is useful to note that any complaint should be made within 6 months.

Contact

Managing Director: Pavel Antoci

6 Crawford Street, Bolton, Manchester, BL2 1JG

03300 435 615

pavel@everhouz.co.uk

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

01722 333306

admin@tpos.co.uk

Resolving Complaints relating to FCA Matters

1. We will always try to resolve your concerns there and then. If we are able to do this straight away, and to your satisfaction, we will send you a summary resolution confirming this.
2. If this is not possible, we will send you a prompt written acknowledgement to advise you that we have received the complaint and are dealing with it.
3. In the event that you are not satisfied with our final response or 8 weeks have passed since your complaint was first raised, then you have the right to refer your complaint to the Financial Ombudsman Service (FOS). Referrals to FOS are free of charge, but must be referred to FOS within 6 months from the date of our final response to you.

The Financial Ombudsman Service Exchange Tower London E14 9SR

Telephone: 0800 023 4 567 or 0300 123 9 123 Email: complaint.info@financial-ombudsman.org.uk Website: <http://www.financial-ombudsman.org.uk/>