

Brown & Brooke Complaints Procedure

Brown & Brooke Sales Ltd. is an independent estate agency, operating under the name of Brown & Brooke from a sole office based at 184 Westcombe Hill, Blackheath, London, SE3 7DH. The following notes are provided for your guidance in the event that you have an issues or dispute against Brown & Brooke Sales Ltd.

Please note that the resolution process is a written one, ensuring all correspondence with both parties is clearly recorded.

Notes for the Guidance of Consumers

Brown & Brooke Sales Ltd. are members of The Property Ombudsman (TPO) and we aim to provide the highest standard of service to all our clients and other parties. It is a condition of our membership of the Scheme that any issues or disputes are dealt with through our own internal procedure. This provides the opportunity for matters to be resolved before the need to refer to TPO. If your dispute is not resolved to the mutual satisfaction of all parties you can approach TPO, who will provide an independent review and assessment of the dispute.

THE PROCEDURE

Stage 1

If you have an issue or dispute against Brown & Brooke office, please provide a written summary to the background of the problem(s) and confirm the name of the individual with whom you dealt. Your summary should be addressed to:

**Client Relations,
Brown & Brooke Sales Ltd.
184 Westcombe Hill, Blackheath,
London, SE3 7DH**

Email: info@brownandbrooke.co.uk

Your written communication will be acknowledged in writing within 3 working days, and a proper investigation will be promptly undertaken. A senior member of staff, or designated complaint handler not directly involved in your case, will be dealing with your complaint. A formal written outcome of the investigation will be sent to you within 15 working days of receipt. In exceptional cases, where the timescale needs to be extended beyond the limit, we will keep you fully informed and provide an explanation. If you are not satisfied with the initial outcome of the investigation, you will be provided an opportunity to have the matter reviewed by another member of staff, not directly involved in your case. This outcome of this final review will be sent to you within a further 15 working days of your dissatisfaction.

Stage 2

If you are still dissatisfied with the outcome, you may have the matter referred to TPO, whose contact details are supplied below. You are also entitled to have your dispute referred to TPO should Brown & Brooke Sales Ltd. fail to deal with it expeditiously, i.e. within the time frames mentioned above. Any such referral must be made within 12 months of receiving the final review.

PLEASE NOTE: Disputes between landlords and tenants are not covered by the procedures outlined above. However, as the agent we would hope to be in a position to assist both Parties to resolve any issues, even though there may be no obligation on our part to do so.

Contact details for The Property Ombudsman (TPO):
Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP
Complaint Enquiries: 01722 333306

www.brownandbrooke.co.uk

