

# SimonHeal

E S T A T E   A G E N T S

## **COMPLAINTS PROCEDURE (LAST REVIEWED AND UPDATED JANUARY 2023)**

Simon Heal Estate Agents prides itself on the level of its customer service. However, occasionally things do go wrong, and you may need to complain. Please see our complaints procedure below.

### **Residential Estate Agency - Making a complaint**

#### Information for Customers

Simon Heal Estate agents are registered with The Property Redress Scheme (PRS) and as such aims to provide the highest standards of service to all our customers. 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** -The Manager

All complaints should, in the first instance, be directed to the Manager; this can be done by arranging a pre formal consultation meeting, discussion over the telephone or email. The Manager will listen to and discuss your proposed complaint and will endeavour to resolve your complaint immediately.

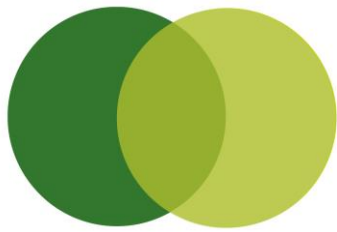
#### **Stage Two** – Company Director

If you are unable to agree a resolution at the pre formal consultation meeting you should, **within one month of the meeting**, submit your complaint in written form to the Company Director. Your letter will be acknowledged **within three working days** of receipt and you will be provided with a final view written response on behalf of the Company **within fourteen working days** of receipt of your letter. The correspondence should be addressed to:

Mrs Joanna Galusik-Heal  
The Estate Office  
Brook Hall  
Leighton Lane  
Evercreech  
BA4 6DP

#### **Stage Three** - The Property Redress Scheme

After you have received a response from the Company Director, you may approach the Property Redress Scheme if you are not satisfied with the response given. Details regarding how to do this can be found here: <https://www.theprs.co.uk/>. The Property Redress Scheme will not consider your complaint until our internal complaints process has been completed.



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## **General Information regarding your complaint**

### **Stage One**

Please be as accurate as possible and openly discuss your issue, the basis of your complaint and what you feel Simon Heal Estate Agents should do in respect of your complaint. The meeting will normally be held in private in the branch involved. On the very rare occasion we receive a formal complaint we have normally been able to resolve the issue by discussing the issue and finding a swift resolution. Please be polite and respect the position of the Branch Manager, our staff have the right to work in a peaceful, non-violent or threatening environment and no abusive language or behaviour will be tolerated and the Manager reserves the absolute right to terminate the meeting at any point if they feel in anyway intimidated or threatened.

### **Stage Two**

Please be as precise with your facts as possible and accurately set out in writing the reason for your complaint and what resolution you feel is possible from Simon Heal Estate Agents. Naturally you can make your written submission as long and detailed as possible, all you have to write will be considered. Please set out in writing precisely why you feel your complaint has not been satisfactorily dealt with by in Stage One and how you feel Simon Heal Estate Agents have failed to resolve your complaint satisfactorily and what you consider Simon Heal Estate Agents could do to resolve your complaint satisfactorily.

### **Stage Three**

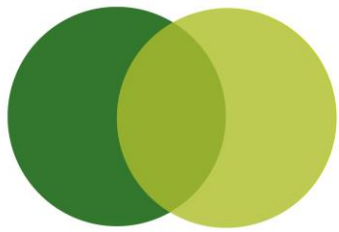
Please follow the guidance as listed in the section Stage Three, Page 1 of this document.

### **Points to consider when making your complaint.**

Simon Heal Estate Agents are:

- acting as agents for sellers and may not have authority to make final or binding decisions,
- not able to accept or decline offers without authority from the seller,
- not generally owners of the property being sold, you will have been notified within the advert if otherwise,
- not responsible for services provided by third parties i.e. conveyancers, solicitors, surveyors, lenders, financial advisors or others,
- not responsible for time scales in connection with transactions where a seller or buyer may fail to hit a target deadline.

Simon Heal Estate Agents are proud to be an independent firm and members of The Property Redress Scheme (PRS). The firm respects and upholds the same values of customer service and commitment which have been in place for a very long time. The views of Simon Heal Estate Agents may not strictly follow the guidelines of PRS but there is no legal obligation for them to do so. We respect buyers and sellers equally and trade in a fair and ethical fashion.



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**Service of documents**

For the benefit of all concerned Simon Heal Estate Agents **DO NOT ACCEPT** service of documents in relation to the complaints procedure by email, if the complaint escalates beyond Stage One.

**Company information**

Simon Heal Estate Agents is a trading name of JG Trading Limited whose registered office is The Estate Office, Brook Hall, Leighton Lane, Evercreech, BA4 6DP. Company registration number 09123905 registered in England and Wales.