

## Raine and Co In-House Complaints Procedure

At Raine and Co we are committed to providing a professional service to all of our clients and customers. When something goes wrong, we need you to tell us about it. This will help to improve our standards.

If you have a complaint regarding our Sales, Lettings and Management offices, please put it in writing, including as much detail as possible to the address below or email it to [customerservices@raineandco.com](mailto:customerservices@raineandco.com). We will then have eight weeks to consider your complaint. If we have not resolved, it within this time you may refer your complaint to The Property Ombudsman (contact details below).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then carry out a full and thorough investigation into your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff you dealt with you. A formal written outcome of our investigation will be sent to you within fifteen working days of sending the acknowledgement letter.
- If, at this stage, you are not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within fifteen working days of receiving your request for a review, confirming our final viewpoint on the matter and we will again attach a copy of this procedure.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

**The Property Ombudsman LTD**  
**Milford House**  
**43-45 Milford Street**  
**Salisbury**  
**Wiltshire**  
**SP1 2BP**

**Tel: (01722) 333306**

**[www.tpos.co.uk](http://www.tpos.co.uk)**

**Please note the following:**

You will need to submit your complaint to The Property Ombudsman within twelve months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed Through this in-house complaint's procedure, before being submitted for an independent review.

**[www.raineandco.com](http://www.raineandco.com)**

**Telephone: 01707 266885**

email: [hatfield@raineandco.com](mailto:hatfield@raineandco.com)

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