



EGRE Ltd - COMPLAINTS PROCEDURE

Should you have a reason to make a complaint, we have implemented the following complaints procedure to help us resolve your grievance and work towards continually improving our professional services. All complaints will be investigated and dealt with at no cost to the consumer. The complainant's legal rights are not affected throughout the process.

Stage 1

1. Any complaint against EGRE Ltd (the Company) should be addressed in the first instance to the person with whom you have been dealing in respect of the matter giving rise to your complaint.
2. If you cannot obtain an explanation satisfying your complaint within 24 working hours, please do not hesitate to contact the appointed Manager listed below.
3. If your complaint has not been resolved at Stage 1, or in the event of a complaint being made directly to those named below we will progress as follows.

Stage 2

1. If your complaint was originally made verbally we would be grateful if you could summarise the nature of your grievance in writing to the Manager listed below.
2. Once we have received your written summary we will acknowledge receipt in writing, normally within 3 working days to inform you of our understanding of the circumstances leading to your complaint. We may ask for more information regarding these circumstances and we will invite you to make any comments that you may have.
3. We shall continue our investigations into the matter and normally within 15 working days of receipt of your written summary the person dealing with your complaint will write informing you of the outcome of the investigation and let you know what actions have been taken or will be taken. In some instances your complaint may take longer than this to investigate, if so we will write to you to inform you of our progress.
4. If you remain dissatisfied with any aspect of the handling of the complaint, we will then attempt to resolve it promptly by negotiation.

At any stage or if the complaint has still not been resolved to your satisfaction we will agree its referral to the Property Ombudsman for Estate Agents:

The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, Wiltshire SP1 2BP Tel: 01722 333 306 www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 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 complaints procedure, before being submitted for an independent review.

Director's Details: Elvin Gukhool, EGRE Ltd, 1 Cornhill London EC3V 3ND (Tel: 0203 371 8866)

