

Complaints Handling Procedure

Fenn Wright LLP, we are committed to providing property advice and services to a high standard. However, there may be instances where you feel that we get things wrong. To deal with this, we have a Complaints Handling Procedure (CHP).

We take all complaints seriously and we look for opportunities to see where our services or procedures might be improved. If you feel that we may have made a mistake or that there is an aspect of our service you found unsatisfactory, please let us know, even if you do not think your particular concern amounts to a 'complaint'.

Note - where appropriate, we will make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Please note that if your complaint is in relation to the return of your tenancy deposit, you should refer to the Tenancy Dispute Service (www.thedisputeservice.co.uk) or Deposit Protection Services (www.depositprotection.com/how-we-handle-complaints)

For complaints relating to Residential Property Sales, or Residential Property Lettings/Property Management, please follow the following guidance:

Please put your complaint in writing to Miranda Sandison (Managing Partner) at Fenn Wright LLP, 1 Tollgate East, Stanway, Essex, CO3 8RQ. Alternatively, email miranda.sandison@fennwright.co.uk.

Please include as much detail as possible. We will then respond in line with the timeframes set out below. If you feel we have not sought to address your complaint within 8 weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter.

What will happen next?

We will send you written acknowledgment of the receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally be dealt with by reviewing your file and speaking to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by another senior member of staff.

We will then write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you are still not satisfied with our final viewpoint (*or more than 8 weeks has elapsed since the complaint was first made*) you can request an independent review from The Property Ombudsman without charge.

You can write to The Property Ombudsman at 33 The Clarendon Centre, Salisbury Business Park, Dairy Meadow Lane, Salisbury, SP1 2TJ or email admin@tpos.co.uk - 01722 333306 - www.tpos.co.uk - www.tpos.co.uk/consumers/make-a-complaint

Please note that you will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through Fenn Wright's in-house complaint procedure, before being submitted to them for an independent review.

For complaints relating to Valuations, Surveys and other Professional Services, please follow the following guidance:

Please put your complaint in writing to Miranda Sandison (Managing Partner) at Fenn Wright LLP, 1 Tollgate East, Stanway, Essex, CO3 8RQ. Alternatively, email miranda.sandison@fennwright.co.uk.

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We will then write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you are still not satisfied with our final viewpoint you can request an independent review from the following redress scheme.

Please contact: Centre for Effective Dispute Resolution (CEDR), 70 Fleet Street, London EC4Y 1EU. Tel 020 7536 6060 www.cedr.com with details of your complaint.