



Customer Complaint Procedure

Avery Estate Agents 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 us to improve our standards.

If you have a complaint, please put it in writing, including 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 complaints within eight weeks, you may be able to refer your complaint to The Property Ombudsmen to consider without our final viewpoint on the matter).

Avery offer an in-house complaints procedure to ensure that your interests are safeguarded. This provides for the matter to be internally dealt with by our Complaints Officer: Amanda Gollicker. If you believe you have a complaint, please write in the first instance to our complaints officer:

Email: mandi@averyea.co.uk

Address: Amanda Gollicker, 199 Milton Road, Weston Super Mare, BS22 8EF

If your complaint is involving Amanda Gollicker please do as above addressing to Managing Director, Daren Podbury.

Email: daren@averyea.co.uk

Address: Daren Podbury, 199 Milton Road, Weston super Mare, North Somerset, BS22 8EF

What will happen next ?

Your complaint will be acknowledged within three working days of receiving it and a copy of this procedure will be enclosed. We will then thoroughly investigate your complaint in accordance with our established in-house procedures. A formal written outcome of our investigation will be sent to you within 15 working days of sending acknowledgement letter.

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 a senior member of staff. We will write to you within 15 working days of receiving your request for a review confirming our final viewpoint on this matter.

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsmen without charge. Contact details as follows:

Address: The Property Ombudsmen, Milford House, 43 – 55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Telephone: 01722 33 306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

Please note: You will need to submit your complaint to the Property Ombudsmen within 12 months of receiving our final viewpoint letter including evidence to support your case. The Property Ombudsmen requires that all complaints are addressed through this in house complaints procedure, before being submitted for an independent review.