



WILSON HAWKINS

COMPLAINTS PROCEDURE

What to do if you are dissatisfied with the service you are receiving.

Raising an official complaint without actually giving our employee the opportunity to resolve the problem is not always the best route to follow. We would recommend that you discuss the issue with the employee and if possible succinctly set out your cause for concern in writing.

If you feel that the employee has had ample opportunity to resolve the problem and the matter has not reached a satisfactory conclusion, then we would ask that you follow the below procedure so that the matter can be resolved with as little inconvenience to you, the client.

Stage One

If you are unable to discuss the problem with the specific representative of Wilson Hawkins or feel that you have exhausted communication with them, then we would ask that you put your complaint in writing and send it to the Head of the Department Concerned to :

Wilson Hawkins, 33-35 High Street, Harrow on the Hill, HA1 3HT.

Once we have received your complaint, either by letter or email, we shall acknowledge receipt of same within 48 hours and lodge a full investigation into the circumstances surrounding the complaint before sending a comprehensive written reply within 21 working days. You will be assigned a Complaints Co-ordinator who will liaise with you to ensure that you have received correspondence and that all of the items of contention have been dealt with.

If you have exhausted the above process and you are still not happy with the conclusion drawn by the Complaints Co-ordinator then we would ask that you move onto Stage 2.

Stage Two

We would ask that you write for the attention of the Director of the Company who will then liaise with the Complaints Co-ordinator. The Director of the Company will then respond within 21 working days, at which point we believe that the complaint will be resolved.

Stage Three

If the above procedure does not result in a satisfactory conclusion then the available independent mediation scheme available to you is:

The Property Ombudsman Ltd
Milford House, 43-55 Milford Street, Salisbury Wiltshire SP1 2BP
Telephone: 01722 333 306
Email: admin@tpos.co.uk
WWW: www.tpos.co.uk