CHRISTIES

COMPLAINTS HANDLING PROCEDURE

We are committed to providing a professional service to all 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 initially make your complaint verbally, whether face-to-face or over the telephone, please also make it in writing, addressed to residentialreception@centro.plc.uk providing as much detail as possible. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.

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 Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a confirmation acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the Branch Manager/Director who will review your file. A formal written outcome of our investigation will be sent to you within fifteen working days of sending the acknowledgement letter. If you are happy with the outcome of the investigation into your complaint, the matter will conclude.
- 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 Mr Paul Harwood the Managing Director, on behalf of the Company. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Mr Harwood's investigation into your complaint, the matter will conclude.
- We will write to you within fifteen working days of receiving your request for a review, confirming our final viewpoint on the matter.

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 01722 333 306 www.tpos.co.uk 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 be addressed through this in-house complaint's procedure, before being submitted for an independent review.