

## **Complaints procedure sales, lettings and management**

At Tulip Estate Agents we are committed to providing our clients with the highest possible standards of service. However, once in a while there may be occasions when our services may fall short of our client's expectations. The following policy document is designed to assist you in making us aware of your views and so we can address your concerns or complaints.

Tell us about the service or procedure that you are not happy with and how you feel we can resolve the matter or improve our systems. You can do this in writing by post to:

**Tulip Estate Agents Ltd**  
**325/327 Beverley Road**  
**Hull**  
**HU5 1LD**

Alternatively you can email [contact@tulipestateagents.co.uk](mailto:contact@tulipestateagents.co.uk)

- The information you provide will be considered by a manager in the lettings or sales team and who will complete an investigation;
- We aim to send you a written acknowledgement of the complaint within 10 days;
- You will be informed in the written acknowledgement the member of staff investigating the concerns you have raised;
- We aim to provide a detailed response with 30 days of the acknowledgement of your complaint;
- If further time is needed to investigate you will receive a written explanation about the delay;
- If we do not hear from you within another 30 days we will assume the matter has been addressed and we will close the case;
- If you have any concerns during the process please call or email the employee who is dealing with your case;

### **Still unsatisfied or unhappy?**

- After you have our detailed response, if you are not satisfied or you feel that the complaint has not been fully addressed please let us know;

- We aim to send you a written acknowledgement of the complaint within 10 days;
- Your concerns will be considered by a different member of the management team;
- We aim to issue a final response within 30 working days of the acknowledgement that you are still unsatisfied or unhappy;
- If further time is needed to investigate you will receive a written explanation about the delay;
- You will be informed of your right to appeal to a third party.

### **What happens next?**

At Tulip Estate Agents Ltd we are committed to ensuring that complaints are fully and fairly addressed and we respect your right to take any complaint that you feel has not been resolved fully to the appropriate third party for resolution. In our final letter we will confirm that we have come to the end of our internal complaints procedure and that you now have the option to progress your issue to The Property Ombudsman (TPO). You must have completed the internal complaints procedure before a complaint should be made to (TPO).

**The Property Ombudsman  
Milford House  
43 - 55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP**