



QUEALY & CO
www.quealy.co.uk



Quealy & Co For a Moving Experience

Copperside Ltd t/a Quealy & Co (Sales) & Quealy & Co Residential Lettings Ltd (Lettings) In House Complaints 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.

We will where appropriate, 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.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the time frames 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 written acknowledgment of the 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 office manager who will review your file and speak 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 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 the matter.



QUEALY & CO
www.quealy.co.uk



Quealy & Co For a Moving Experience

- ◆ 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 either The Property Ombudsman without charge.

The Property Ombudsman
Unit 159756
PO Box 7169
Poole BH15 9EL

01722 333 306
admin@tpos.co.uk
www.tpos.co.uk

Please note the following:

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 this in-house complaints procedure, before being submitted for an independent review.



QUEALY & CO
www.quealy.co.uk



Quealy & Co For a Moving Experience

Financial Services In House Complaints Procedure

1. Please contact Mr Diarmuid (Dee) Quealy who will aim to resolve any grievances directly. He may be contacted at **dee@quealy.co.uk** , via calling the office on 01795 429836 or in writing at:

The Oast House
Wrens Road
Sittingbourne
ME9 8JE

When making contact please clearly state it is in relation to a complaint.

2. All complaints will be acknowledged on the day of receipt or the next working day.
3. All complaints will be resolved as promptly as possible but not later than 8 weeks from date of receipt.
4. Once a final response has been issued, you may refer the matter to the Financial Ombudsman Service(FOS) within 6 months of our final response should you be dissatisfied. You can make a complaint online via their website **www.financial-ombudsman.org.uk**, by calling their helpline 0800 023 4567 or by writing to The Financial Ombudsman, Harbour Exchange, London E14 9SR.