



Complaints Procedure

At Robin King Estate Agents, our commitment to providing first-class customer service is at the heart of everything we do. We hope that your experience with us always meets or exceeds your expectations. However, we acknowledge that there may be occasions when things do not go as planned. In such instances, we encourage you to bring any concerns to our attention so we can address them promptly and professionally. Below is our step-by-step guide to our complaints procedure:

1. Initial Contact:

If you encounter a problem or have a concern regarding any aspect of our service, we ask that you first discuss it with a member of our branch staff. Our goal is to handle your issue sympathetically, fairly, and efficiently, aiming for a swift resolution.

2. Escalation to the Associate Director:

Should you feel that the issue has not been resolved to your satisfaction after speaking with our branch staff, please request to speak with our Associate Director, James King. He will endeavour to resolve the matter within five working days of your complaint being raised, though some cases may require further investigation.

3. Formal Complaint:

If you remain dissatisfied with the response from James King, you have the option to escalate your complaint further by requesting that it be referred to Robin King himself. Alternatively, you may put your concerns in writing and send them to the following address:

Robin King
Robin King Estate Agents
1 and 2 The Cross
Broad Street
Congresbury
BS49 5DG

In your letter, please detail the reasons for your continued dissatisfaction and specify the actions you believe are necessary to fully resolve your complaint. Upon receipt of your letter, Robin King will send you an acknowledgment within three working days, confirming that your complaint is being reviewed. If additional information is needed, we may request this from you to ensure a thorough investigation. A formal written response will be provided to you within



15 working days, outlining the outcome of our investigation. This response will include a copy of The Property Ombudsman Consumer Guide for your reference.

4. Referral to The Property Ombudsman:

If you are not satisfied with our final response, you may refer your complaint to The Property Ombudsman (TPO). You must do this within six months of receiving our final offer of settlement or answer. The Property Ombudsman can be contacted at:

The Property Ombudsman Ltd

43 – 55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Telephone: 01722 333306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

5. Ombudsman Review:

Upon receiving your complaint, The Property Ombudsman will consider all relevant factors and points raised by both you and Robin King Estate Agents. The Ombudsman may attempt to facilitate a resolution between both parties. If an agreement cannot be reached, the Ombudsman will issue a decision based on what they believe to be fair and reasonable under the circumstances.

6. Ombudsman Decision:

The Ombudsman's decision will be communicated to both you and us. You have the option to either accept or reject this decision. If you choose to reject the decision, it will lapse, and you are free to pursue alternative courses of action, including legal proceedings. It is important to note that your legal rights will not be affected by the Ombudsman's decision, regardless of whether you accept or reject it.

If you have any questions regarding our complaints procedure or require further assistance, please do not hesitate to contact us on 01934 876 226. We are here to help and committed to ensuring that any concerns are resolved to your satisfaction.