

CUSTOMER COMPLAINTS PROCEDURE

If we are giving great service, then we want you to tell everyone, if we aren't, then tell us!

The purpose of the complaints procedure is to deal quickly, effectively and efficiently with your grievance and where possible, turn a potentially negative situation into a very positive one, through our care and attention.

DEALING WITH THE COMPLAINT

We aim to provide a high standard of service to you, our customers, at all times. However, sometimes things can go wrong and if that happens we are committed to resolving matters promptly and fairly. For ease we have detailed our complaints processes below.

If you have a complaint against any of the Hunters outlets below please follow [Complaints Process A](#).

[Easingwold, Harrogate, Leeds \(Lettings ONLY\), Bingley \(Lettings ONLY\), Manchester, Wetherby, York, Knowle, Lichfield, Solihull, Tamworth or Sutton Coldfield.](#)

These offices are wholly owned by Hunters Property Group Ltd.

If you have a complaint against ANY OTHER Hunters outlets please follow [Complaints Process B](#).

If you have a complaint relating to Hunters Survey Department, please follow [Complaints Process C](#)

COMPLAINTS PROCESS A

Step 1: Please write (by letter or email) to the Branch Manager with the details of your complaint setting out clearly the reasons for your grievance(s) together with dates, names of any staff members you dealt with and enclosing/attaching any supporting evidence.

Step 2: The Branch Manager is required to acknowledge your complaint in writing (letter or email) within 3 working days of receiving it.

Step 3: The Branch Manager will review your complaint and provide you with a formal written outcome of his/her investigation within 15 working days of receiving the complaint.

Step 4: Should you not be satisfied with the Branch Manager's response you may write to us at the address below and we will carry out a separate and detached review of your complaint resulting in a final view ("Final View") which will be sent to you within 15 working days of the matter being escalated to us.

Glynis Frew, Director, Hunters Property Group Ltd, Apollo House, Eboracum Way, York, YO31 7RE.
Email: complaints@hunters.com, Tel: 01904 621026 (**all complaints must be in writing**)

Step 5: Should you still be dissatisfied after receiving our Final View, then you may refer the complaint to the Ombudsman whose details are below. Please note that you must refer your complaint to the Ombudsman within 12 months of receiving our Final View for the Ombudsman to consider it.

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

COMPLAINTS PROCESS B

Hunters Franchising Limited work with an affiliated network of independently owned and operated estate agencies ("Agency") who are licensed, by way of a franchise agreement with us, to trade under the Hunters brand ("Brand") and operate the Hunters franchise system ("System").

Your relationship and, if applicable, your contract (if a Vendor or Landlord) is directly with the Agency. Each Agency is a direct member of the Property Ombudsman ("Ombudsman") and as part of their franchise agreement also have to meet minimum standards of customer service. As the owner of the Brand and the System we monitor each Agency's performance against our own minimum standards and those of the Ombudsman, in order to ensure excellent customer service and to protect the Brand.

Step 1: Please write (by letter or email) to the Agency owner with the details of your complaint setting out clearly the reasons for your grievance(s) together with dates, names of any Agency staff members you dealt with and enclosing/attaching any supporting evidence.

Step 2: The Agency is required to acknowledge your complaint in writing (letter or email) within 3 working days of receiving it.

Step 3: The Agency owner will review your complaint and provide you with a formal written outcome of his/her investigation within 15 working days of receiving the complaint.

Step 4: Should you not be satisfied with the Agency owners response you may write to us at the address below and we will carry out a separate and detached review of your complaint resulting in a final view ("Final View") which will be sent to both you and the Agency within 14 working days of the matter being escalated to us.

Glynis Frew, Director, Hunters Property Group Ltd, Apollo House, Eboracum Way, York, YO31 7RE.
Email: complaints@hunters.com, Tel: 01904 621026 (**all complaints must be in writing**)

Step 5: The Agency owner will confirm to you within 24 hours of receiving our Final View whether they agree with its findings and, if applicable, any recommended offer from the Agency to you.

Step 6: Should you still be dissatisfied after receiving our Final View including, if applicable, any offer from the Agency, then you may refer your complaint against the Agency directly to the Ombudsman whose details are below. Please note that you must refer your complaint to the Ombudsman within 12 months of receiving our Final View for the Ombudsman to consider it.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury SP1 2BP.

COMPLAINTS PROCESS C

Step 1: If you have a complaint about a survey or valuation, carried out by one of our Surveyors, then you should make that complaint by sending a written summary to the Surveyor who inspected the property. Your complaint should be made as soon as possible and, if initially made orally, should be sent in writing within seven days of originally making the complaint.

Step 2: When the Surveyor has received your written complaint the Surveyor will write to you within seven days to confirm that the complaint has been received and is being investigated.

Step 3: Within 21 days of receipt of your written complaint the Surveyor will write to you to inform you of the outcome of the investigation and what action will be taken.



Step 4: If you remain dissatisfied with the outcome of the Surveyor's investigation into your complaint, then you may refer the matter to be reviewed by one of our senior surveyors by writing within seven days of receiving the result of the investigation to: - Hunters Survey Head Office, 1626 High Street, Knowle, Solihull, B93 0JU. The Survey Head Office will then put you in touch with the senior Surveyor for your area. The Senior Surveyor will then review your complaint and offer to meet with you at the property if appropriate to try and resolve the matter. The Senior Surveyor will then write to you within 14 days of that meeting with the outcome of the review and what action will be taken.

Step 5: If you remain dissatisfied with any aspect of our internal handling of your complaint or our separate review then you may refer your complaint to: The Ombudsman Services – Property, whose address is: - P.O. Box 1021, Warrington, WA4 9FE. The Ombudsman will review the matter independently and the Ombudsman's decision will be final.

