

## **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 or York](#)**

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](#).**

### **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](mailto: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](mailto: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.

