

Sykes-Moore Estate Agents Complaints Procedure

Sykes-Moore Estate Agents Limited, trading as Sykes-Moore Estate Agents, are committed to being professional, efficient & friendly at all times.

If you feel that we have not achieved this in any way and wish to make a complaint about this, please follow the order of procedures given below.

All complaints will be logged on the Sykes-Moore Estate Agent complaints register and all appropriate correspondence will be kept on file for 6 years following the conclusion of the complaint.

Stage One

Most complains received can be resolved in office, by our Director – Corbett Sykes-Moore. Our director will always do his best to resolve the matter efficiently.

To make a complaint, please email or write to us using the contact information given below.

Sykes-Moore Estate Agents, 4 Moravia Close, Bridgwater, Somerset, TA6 3SN
corbett@sykesmoore.co.uk

Your complaint will be acknowledged within 3 working days of being received and you will be sent a copy of the latest version of this document (Sykes-Moore Estate Agents Complaints Procedure).

We will then investigate the matter fully, from start to finish. We may request to speak to you directly to obtain further information and clarity. Upon completion of the investigation, you will receive a reply, in writing, within 14 days of receipt of the original complaint.

Stage Two

Following step one, if the complaint has not been resolved to your satisfaction, you may ask the Director to review the complaint once again with additional and extensive information on which aspect of the resolution (if not all) you were not satisfied with.

To request a complaint review, please email or write to us using the contact information given below.

Sykes-Moore Estate Agents, 4 Moravia Close, Bridgwater, Somerset, TA6 3SN
corbett@sykesmoore.co.uk

Your review request will be acknowledged within 3 working days of being received.

We will then completely review the matter & the response. We may request to speak to you directly to obtain further information and clarity. Upon completion of the review, you will receive a reply, in writing, within 14 days of receipt of the review request.

Stage Three

If following steps one and two the complaint has not been resolved to your satisfaction or 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.

TPO (The Property Ombudsman)

The Property Ombudsman will review complaints in respect of **service level issues** but cannot investigate matters relating to tenancy deposit disputes or client money protection. There is a 12 month time limit for referring complaints to the TPO.

Address: The Property Ombudsman (TPO), Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Email: admin@tpos.co.uk

Phone: 01722 333 306