

Callaway & Co

Customer Complaints Policy

We are an independent company established in Cricklewood in 1910, committed to combining our experience with personal service and professional values in all property related matters. We offer property services in residential sales, commercial agency and portfolio property management.

We are registered with the Financial Conduct Authority and are a Licenced Credit Broker. We are Members of Propertymark and are part of their Client Money Protection Scheme and Members of The Property Ombudsman Scheme Membership Number N01390.

We are committed to providing high quality services to all our Customers and other interested parties. We value complaints and use the information to help us learn from and improve our services.

If something is wrong or someone is dissatisfied, we proactively encourage people to come forward. Any individual(s) should feel free to raise matters of concern without risk of disadvantage. We will commit to investigate, manage, and follow up all complaints or grievances received from customers or clients, suppliers, members of the public and other organisations in a timely and professional manner.

With regard complaints as an expression of dissatisfaction about our action, or about the standard of service provided by us or on our behalf.

The following are examples of where we could receive a complaint;

- The quality and standard of any service we provide
- Failure to provide a service
- Unfair treatment or inappropriate behaviour by a member of staff
- The failure of the business to follow appropriate administrative processes
- Dissatisfaction with our policies
- Findings from an outside body audit (TPO, ICO etc).

Complaints may involve more than one aspect of the above, more than one department or be about someone working on our behalf.

There are some complaints that we cannot deal with through our complaints handling procedure, these include;

- A routine, first time request for service
- A request under freedom of information or data protection legislation
- A request for information or an explanation of policy or practice

- An issue which is being, or has been considered by a Court or Tribunal
- A request for compensation only
- An attempt to have a complaint reconsidered where we have already given our final decision following an investigation.

Anyone who receives, requests or is directly affected by the service of our organisation can make a complaint to us. We do encourage anyone wishing to make a complaint to approach us directly, but can accept a complaint made on behalf of yourself (e.g. through a friend or family member).

You can complain in person, via phone, in writing or by email. It is easier for us to resolve a complaint if it is raised as soon as you become aware of the issue. Please speak to a member of staff in the first instance, so that they can resolve any problems on the spot.

The following information is required when making a complaint;

- Your full name and address
- As much detail as you can about the complaint
- What is the resultant issue
- How you would like us to resolve the matter

Usually, a complaint must be made within 6 months of the issue arising or finding out that you have a reason to complain, in exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us why.

We aim to resolve complaints quickly, taking immediate action to resolve the problem where practicable.

Stage 1

We will give you our decision at stage 1 within one working day, unless there are exceptional circumstances. David Bullock will also be made aware.

If you are unsatisfied with the response you receive at this stage, we will inform you of the next steps to take. If necessary, we will then escalate the complaint to stage 2.

Stage 2

Stage 2 deals with complaints that are more complex and require detailed investigation.

We will provide you with a complaints form, which will help you to explain the complaint clearly to us. Although we will accept complaints that are made in person or via phone, we encourage you to complete the complaints form in the interest of clarity and in order to best assist the investigation process.

The complaints form and other supporting documents will be seen by the person investigating the complaint, by anyone named in the complaint and by relevant staff in the department(s) being complained about.

During the stage 2 process we will;

- Acknowledge receipt of your complaint within three working days and inform you of who will be dealing with your complaint

- Discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for
- Give you a full response to the complaint as soon as possible and within 10 working days

If our investigation should take longer than 7 working days, we will inform you. We will agree to a revised time frame and keep you updated on the progress.

If, after we have fully investigated, you are still dissatisfied with our decision or by the way in which we conducted your complaint, you can write, call or email David Bullock and he will look into this matter further.

A final investigation will be undertaken at this point and a written response will be sent to you within 10 working days detailing our company's final viewpoint.

The Property Ombudsman requires that any complaint should be addressed through our Customer Complaints Policy prior to being submitted to them for their independent review.

If you remain dissatisfied with our company's final viewpoint you can then refer your case to The Property Ombudsman for their review.

Details of their complaints procedure and form can be found on their website www.tpos.co.uk along with their Code of Practice and Terms of Reference. Alternatively, you can call them on 01722 333306 or write to them at the following address:

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

You have 12 months from the date of our company final viewpoint to refer the matter to The Property Ombudsman.

If you require any further details of the complaints procedure please do not hesitate to contact us.

Who to contact

Our contact details

Callaway and Company
117 Cricklewood Broadway
London
NW2 3JN
Telephone: 0208 452 6501
Email: sales@callawayandco.co.uk