



Company Formal Complaints Handling Procedure

We are committed to providing a high-quality service to all our clients and if you have a complaint, please contact us with the details. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Property Ombudsman.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within 14 days of receiving it.
2. We will then investigate your complaint. This will normally involve passing your complaint to one of Elliot Oliver's company directors, Oliver Bishop or Justin Lawrence, who will review your file and speak to the member of staff who you dealt with you and the Landlord/Vendor to whom the matter concerns.
3. Oliver Bishop or Justin Lawrence will then invite you to a meeting to discuss and hopefully resolve your complaint. They will do this within 21 days of receipt of your original complaint letter.
4. Within 21 days of the meeting taking place, Oliver Bishop or Justin Lawrence will write to you to confirm what took place and any solutions that has been agreed with you.
5. If you do not want a meeting or it is not possible, Oliver Bishop or Justin Lawrence will send you a detailed written reply to your complaint, including their suggestions for resolving the matter, within 21 days of acknowledgement that you are unable to attend the meeting.
6. At this stage, if you are still not satisfied with the outcome of the decision, you will need to make us aware in writing.
7. On acknowledgement of your letter, We will write to you within 21 days of receiving this letter regarding the suggestions we had proposed, confirming our final position on your complaint and explaining our reasons.
8. At this stage, if you are still not satisfied with the outcome of the decision, I will would recommend you contact the Property Ombudsman.