

CUSTOMER COMPLAINTS PROCEDURE

Customer service is taken very seriously at Regent and in light of this we have a three stage complaints procedure in place:

STAGE 1 INFORMAL

Wherever possible, complaints are dealt with quickly and informally. It is hoped the vast majority of complaints can be resolved at this stage. An informal complaint can be made verbally, by email or in writing to the Head of Lettings, Head of Property Management or Sales Manager. A person wishing to make a complaint should explain clearly what he or she is dissatisfied with, and what he or she wish Regent to do. A response to a complaint at an informal stage will be made as soon as possible and in any event within ten working days.

STAGE 2 FORMAL

If you are dissatisfied with the response to your initial complaint you can request that a complaint is dealt with formally within 28 days. A formal complaint needs to be made in writing to our compliance team, preferably by email to Jordan Axten – Jordan@Regent-Property.com. This will be acknowledged within 3 working days.

It should state what you want Regent Property to do. We will then liaise with those relevant, to help resolve your concerns. The response to a formal complaint will deal with all issues which you have raised and set out what Regent Property proposes to do. A full written response will be provided in 15 working days. In some circumstances, it may take us longer to respond to your complaint and we will advise you if this will be the case and provide an explanation as to why we cannot meet the deadline.

STAGE 3 REVIEW

If, after having received the response from Regent Property from a formal complaint you remain dissatisfied, you can refer the complaint to our Director, whose direct contact details appear on our company website (www.regent-property.com). This must be done within 28 days of receiving a response from your formal complaint and you will receive a final viewpoint letter within 10 working days.

THE PROPERTY OMBUDSMAN

If we are unable to resolve your complaint via our complaints procedure you can refer the complaint to The Property Ombudsman within twelve months. Please note that they will not hear a complaint where the above complaints procedure has not been followed.

For more information, please read the TPO's Consumer Guide. You can contact the TPO at: The Property Ombudsman Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP Telephone: 01722 333306 Facsimile: 01722 332296 Website: www.tpos.co.uk E-Mail: admin@tpos.co.uk

The Property Ombudsman will only hear complaints from consumers – where you are our client and are a company with an annual turnover in excess of £3m you can refer need to refer your complaint on to: The Legal Ombudsman, Legal Ombudsman, PO Box 6806, Wolverhampton, WV1 9WJ Telephone: 0300 555 0333 Website: <http://www.legalombudsman.org.uk> Email: enquiries@legalombudsman.org.uk. The Legal Ombudsman will only hear claims within six months of the final viewpoint letter.

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