

CUSTOMER COMPLAINT PROCEDURE

Customer service is taken very seriously at Regent Property and wherever possible, complaints are dealt with quickly and informally. However, we understand there are times when you will need to escalate a complaint, and in light of this we have a three stage complaint procedure in place with timescales to help manage your expectations. 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 1

A complaint can be made by email or in writing to the Head of the Department. You will need to explain clearly what you are dissatisfied with, and what you wish Regent to do. We will then investigate the issues to help resolve your concerns, and a response to your complaint will be made within ten working days.

STAGE 2

If you are dissatisfied with the response from the Head of the Department, you can request that a complaint is escalated to our Compliance and Operations team via email within 28 days, clearly stating what you want Regent Property to do. Your email will be acknowledged within three working days and a full written response will be provided in 15 working days.

STAGE 3

If we are still not able to resolve your complaint to your satisfaction, you can escalate this for a final view point from our Directors. This must be done within 28 days of receiving a response from your complaint and you will receive a final view point from a Director within 15 working days.

THE PROPERTY OMBUDSMAN

We hope that we are able to resolve your complaint in house, but if not, you can refer the complaint to The Property Ombudsman within twelve months of the final view point from our Directors. 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.

Please note that they will not hear a complaint where the above complaint procedure has not been followed.

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 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.