

COMPLAINTS HANDLING PROCEDURE

February 2021

Lex Allan Grove prides itself on the level of its customer service. However, occasionally things do go wrong, and you may need to complain. Please see our complaints procedure below.

Making a complaint - Information for Customers

Lex Allan Grove Limited is a member of National Association of Estate Agents (NAEA) and as such aims to provide the highest standards of service to all our customers. As part of our affiliation with the NAEA we are required to ensure that your interests are safeguarded by having a Complaints Handling Procedure in place which is part of a government organised redress scheme. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved internally.

Stage One - Write to the Company Principal (or via email)

Mr A D J Allan (Principal)
Lex Allan
The Auction House
87/88 St Johns Road
Stourbridge
DY8 1EH
lex@lexallan.co.uk

He will acknowledge your complaint within seven working days of receipt and an investigation will be undertaken. A formal written outcome of the investigation will provide you with a final view written response within 21 days.

Stage Two - Refer to The Property Ombudsman

If, after you have received a response from the Principal, you are not satisfied with the position stated you may refer your complaint to The Property Ombudsman. This referral will be free of charge to you as the consumer. Details of how to refer your complaint are contained on the website www.tpos.co.uk

The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.



The Property Ombudsman Ltd., Milford House, 43-45 Milford Street
Salisbury, Wiltshire SP1 2BP.
01722 333 306 www.tpos.co.uk

Please note the following: You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.