



Complaints Handling Procedure

At Conrad Estate Agents, we are committed to providing a professional, transparent and high-quality service to all clients and customers. Your satisfaction is extremely important to us. If anything goes wrong, please let us know. Feedback helps us improve our standards and ensures we deliver the service you expect.

If you wish to make a complaint, please submit it in writing, providing as much detail as possible. We will deal with your complaint in accordance with the timeframes outlined below.

If we fail to resolve your complaint within eight weeks, or you remain dissatisfied after receiving our final viewpoint letter, you may refer the matter to The Property Ombudsman without waiting for our final response.

What Happens Next?

1. Acknowledgement

Within three working days of receiving your complaint, we will send you a written acknowledgement confirming receipt. A copy of this Complaints Handling Procedure will also be enclosed.

This ensures your complaint is recognised promptly and enters our formal review process.

2. Investigation

Your complaint will be reviewed by the Office Manager / Senior Team Member, who will:

- Examine the relevant file and records.
- Discuss the matter with any staff members involved.
- Consider all aspects of your complaint carefully.

You will receive a formal written response within 15 working days of our acknowledgement letter, outlining our findings and any proposed resolution.





3. Further Review (if necessary)

If you are dissatisfied with our initial response, you may request a further review by a senior team member.

- We will acknowledge your request for further review.
- A senior team member will re-examine the case.
- You will receive our final viewpoint letter within 15 working days.

4. Independent Review

If you remain dissatisfied after completing our in-house procedure, or if more than eight weeks have passed since you first made your complaint, you may refer the matter to:

The Property Ombudsman

Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Telephone: 01722 333306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

The Property Ombudsman is an independent body that can review your complaint and provide a resolution. This service is free of charge.

Important Notes

- Complaints must be referred to The Property Ombudsman within 12 months of receiving our final viewpoint letter.
- The Property Ombudsman requires that all complaints complete our in-house procedure before they can be considered for independent review.
- Please include any supporting evidence when submitting your complaint to help us investigate efficiently.





How to Submit a Complaint

All complaints should be submitted in writing to:

Conrad Estate Agents

23 Park Crescent, Barry, CF62 6HD

Email: info@conradestateagents.co.uk

Please include:

- Your full name
- Property address (if applicable)
- Contact details
- A clear description of your complaint

Our Commitment

We aim to deal with complaints fairly, openly and promptly. Every complaint is treated seriously and helps us improve the service we provide.

