



Complaints

At Goodman & Lilley, we pride ourselves in delivering the highest possible standards of customer care throughout the sales process. Should you feel we have fallen short in any area, our complaints policy is in place to ensure that we handle issues fairly, efficiently and effectively.

Stage One - Branch Manager

All complaints should, in the first instance, be directed to the manager of the branch you have been dealing with. The complaint should be made in writing. They will endeavour to resolve your complaint as quickly as possible, otherwise contact will be made within 48 hours (2 working days) by the Branch Manager in the form of an acknowledgement letter to the address stated as your main residence.

Depending on the nature of the complaint, a full investigation will be arranged within the areas where Goodman & Lilley Limited has provided a service. We will respond in writing within 15 working days through a letter to the registered correspondence address of the progress of the complaint and our findings and/or advise if the process of investigation will take longer. We would expect to respond no later than 15 working days from the date of the initial letter from you. There may be exceptional circumstances where we are unable to respond within 15 working days, but we will keep you fully informed of progress either through telephone, e-mail or letter, you will receive a response at the very latest within four weeks. The final decision will be sent to you in an e-mail or letter to the registered address, as appropriate.

Stage Two – Head of Operations

If you remain dissatisfied, you may then further escalate your complaint, in writing to our Head of Operations; the Branch Manager will supply you with their name and contact details. Your escalation will be acknowledged within three working days of receipt and the Head of Operations will work with you to try and resolve any issues raised as promptly as possible. A written 'final viewpoint' response which summarises their full review of your complaint, alongside any necessary investigations and steps taken as a result, will be sent within fifteen working days.

Stage Three - The Property Ombudsman

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this can be found at The Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk. We will co-operate fully with the independent adjudicator during the resolution investigation and comply with any decision made.

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 12 months of the date of the final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure has been exhausted.

<p>Portishead Rembrandt House, Portishead BS20 6EN</p> <p>Branch Manager: Chris Stribling chris@goodmanlilley.co.uk</p>	<p>Henleaze 156 Henleaze Road, Henleaze BS9 4NB</p> <p>Branch Manager: Duncan Cleave duncan@goodmanlilley.co.uk</p>
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Shirehampton 9 High Street Shirehampton BS11 0DT Branch Manager: Teresa Cox teresa@goodmanlilley.co.uk	Lettings 9 High Street Shirehampton BS11 0DT Manager: James Reason james@goodmanlilley.co.uk
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<u>STAGE 1:</u>	
Initial Date of Complaint and format of complaint ie letter from complainant	
Branch Manager	
Negotiator (s) Involved in complaint	
Complainant Name(s) & Related Property Address	
Complainant Correspondence Address	
Line Manager Name Responsible	
Meeting Date with Complainant Present at Meeting Venue of Meeting	
Notes relating to above 1st contact	
History of Case Vebra/Email printed	
Date Summary Letter issued with Stage 1 Findings	
<u>STAGE 2: (where applicable)</u>	
Date Referred to Head of Operations	
Date Head of Operations response	
Details of Head of Operations review	

Date Final Viewpoint issued with Stage 2 Findings	
STAGE 3: (where applicable)	
Date referred to TPOS	
Details of final resolution:	