

Newfield Estate Agents Limited Complaints Procedure

At Newfield Estates we do everything we can to ensure you enjoy the highest level of service. If however you have reason to be concerned or to complain then we will always listen to you carefully. We promise to take a balanced and fair view of the situation and to take whatever action is necessary to resolve the problem.

Newfield Estate Agent Limited is a member of The Property Ombudsman Scheme. The Property Ombudsman provides a free, fair and independent service. The Scheme also requires us to have a procedure which we use in the handling of all customer complaints.

Stage 1

The person you first contact with the details of your concern or complaint will aim to resolve the problem for you quickly. Happily, most customer complaints are actually concerns which are successfully resolved at this initial stage. If this isn't the case, then your complaint will pass into the next stage. We would ask that you then put your complaint in writing to us.

Stage 2

Your complaint will be referred to Director Thomas Grime. This will be acknowledged and investigated thoroughly. You will receive a written reply within 15 working days.

Stage 3

If a further review of your complaint is necessary this will be dealt with by another Director and you will receive a written reply within 15 working days.

Stage 4

In the unlikely event that you're not satisfied with the outcome of Stage 3 you may be able to refer your complaint to The Property Ombudsman. Whether you can go on to this stage depends upon the nature of your complaint. Further information can be found at www.tpos.co.uk

Customer concerns are of the utmost importance to us, because it is only by listening to feedback from our customers that we can provide a better service.