

Wishart Estate Agents formal complaints procedure

In order to maintain a high level of service to customers, ensure that your interests are safeguarded, ensure compliance with certain legal requirements, and to comply with the conditions of membership of The Property Ombudsman and Propertymark, this complaints procedure has been introduced.

It is a condition of membership of The Property Ombudsman & Propertymark that all complaints should be referred through Wishart Estate Agents own in-house complaints handling procedures. If at any time you have a problem whilst dealing with Wishart Estate Agents please discuss the matter directly with the person whose processes or behaviour you are unhappy about.

All complaints both verbal and written will be recorded at the time they are made. It will always be Wishart Estate Agents aim to deal with such complaints to the satisfaction of the complainant and without detriment to the subsequent stages of the transaction. Wishart Estate Agents agree to deal with any properly appointed representative of a complainant who acts on behalf of one of our clients.

In the event that you remain dissatisfied after your conversation, please write in the first instance to: Lucie Wishart, Wishart Estate Agents LTD, Wilton House, Station Road, Tadcaster, LS24 9SG

All written complaints will be acknowledged promptly within 24 hours, but no later than 3 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint. A senior member of staff not directly involved in the transaction will record and deal with any complaint.

Following the conclusion of the in-house review, a final written statement expressing our view and including any offer made will be sent to you. In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to The Property Ombudsman and/or Propertymark. We will submit our file to either on request.

You are also entitled to have your complaint referred to the Ombudsman/Propertymark should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 15 working days. If we are unable, for practical reasons, to complete your consideration of the complaint within the timescale, we will advise the complainant and provide an estimate of when we expect to be able to complete our consideration.

In the case of a sole practitioner firm, the Sole Practitioner will investigate all complaints. Where the Sole Practitioner has not been personally involved in the transaction, there will be a degree of impartiality in the in-house review. Where the Sole Practitioner has been directly involved, this will be clearly stated to the complainant in writing and subsequently (if necessary), to the Ombudsman.

Any referral must be made within six months of the date of the final viewpoint letter in writing to:

The Property Ombudsman: Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP.
Propertymark: 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG