

Warren Powell-Richards

Complaints Procedure

1. Please raise your complaint with the team member that you have been dealing with. If that team member cannot immediately resolve the issue to your satisfaction then please put the complaint in writing addressed to the Warren Powell-Richards Partner for that particular branch.
2. Warren Powell-Richards will acknowledge your complaint in writing within 3 working days and we will undertake a thorough and full investigation.
3. You will receive a written outcome of the investigation within 15 working days
4. If you are not satisfied with the outcome of that investigation please write to Tim Buxton, Senior Partner, Warren Powell-Richards at either our Alton offices, 78 High Street, Alton, Hampshire, GU34 1EN or via email t.buxton@wprhomes.co.uk. He will undertake a detached, further and full investigation and review the circumstances. If the complaint directly concerns Tim Buxton then we have an independent arbitrator who is a retired managing director of a national firm of estate agents who has agreed to independently review complaints on our behalf. Details will be furnished at that time.
5. You will receive a written statement setting out the review findings and expressing the final viewpoint of the Company. This concludes the Companies internal complaints procedure.
6. From initial receipt of your complaint until the final viewpoint letter should be no greater than 8 weeks.
7. Warren Powell-Richards are members of the Property Ombudsman Scheme. If you are dissatisfied with the final outcome you can refer your complaint to the Property Ombudsman at Milford House, 43 Milford Street, Salisbury, Wiltshire, SP1 2BP. www.tpos.co.uk You have twelve months to do so.