



COMPLAINTS HANDLING PROCEDURE

FOR CLIENTS AND CONSUMERS OF SERVICES PROVIDED

BY CALDER COLBOURNE & DIXON LIMITED T/A CALDERS RESIDENTIAL

1. Calder Colbourne & Dixon Limited regard their clients as their greatest asset and will attempt to deal with any complaint however small as efficiently and professionally as possible.
2. A complaint should be brought to the attention of a member of Calder Colbourne & Dixon Limited staff immediately you are aware of the grievance by either telephone or in person at our offices during normal working hours. Within seven working days we ask you to summarize your complaint in writing.
3. Your complaint will be acknowledged and an internal investigation of the complaint and its associated circumstances will begin
4. Once we have received your complaint we will contact you within three working days to acknowledge receipt and to inform you of your understanding of the circumstances leading to your complaint. You will be invited to make any further comments you may have in relation to this.
5. The Managing Director will reply to you by letter in respect of your grievances within fifteen days of receipt of your written summary and in order to resolve your dissatisfaction.
6. If you remain dissatisfied with any aspect of our handling of your complaint then we will attempt to resolve this promptly through negotiations and otherwise agree to enter into mediation with you.
7. If you remain dissatisfied and you are a private individual you may refer the matter to The Property Ombudsman Milford House, 43-55 Milford Street, Salisbury, SP1 2BP Telephone 01722333306. www.tpos.co.uk
8. The contact details for Calder Colbourne and Dixon Ltd are 1 Victoria Road Tamworth, B79 7HL. Telephone 0182766686 email enquiries@caldersproperty.com



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www.caldersproperty.com

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