

when things need sorting out...



Hicks Hadley are committed to providing you with the highest standards of service. However, occasionally things do go wrong. We have created this guide to help you make us aware of your views so we can address your concerns. We aim to deal with all concerns fairly and in a timely manner, our complaints procedure has been designed to meet the requirements of all the regulatory authorities that govern our business.

we can help

Tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. You can do this by writing to:-

**Hicks Hadley
Lettings Department
11 - 13 Hagley Road
Halesowen
West Midlands
B63 4PU**

You may wish to telephone on:
0121 585 6667
(Please note: all complaints must be received in writing)

- > your concerns will be considered by a manager, who will investigate the matter
- > we will send you written acknowledgement within five working days from receipt of your complaint
- > you will be told, in the written acknowledgement, who is to be responsible for investigating the issues raised
- > where possible you will receive a detailed response within fifteen working days of our acknowledgement of your complaint

- > if further time is required to investigate your concerns, then you will receive a written explanation for any delay
- > if we do not hear from you within a further eight weeks from our response we will assume the matter has been addressed and close our file
- > should you have concerns in the meantime please contact the member of staff whose name appears on the letter of acknowledgement.

still unhappy?

- > after receiving our response, if you feel your complaint has not been fully addressed please let us know
- > your letter will be acknowledged within five working days of receipt
- > your concerns will be considered by a different member of the residential lettings team who has not been involved in the initial determination
- > a final response will be issued where possible, within fifteen working days of the acknowledgement of your request for a further review. If we are unable to respond within fifteen working days we will inform you of when we anticipate answering your concern and informing you of your right to appeal to a third party.

what happens next?

We are committed to ensuring all concerns are fully and fairly addressed and we respect your right to refer any complaint to a third party.

Therefore in our final letter to you we will let you know the details of the regulatory bodies who you can approach for further arbitration.

We are members of both the Association of Residential Letting Agents (ARLA) and The Property Ombudsman (TPO).

You can contact contact The Property Ombudsman in the following ways:

Address: The Property Ombudsman Limited, Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP
Phone: 01722 333306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

please note

You will need to complete our internal complaints procedure before you can refer your concerns to any regulatory body.

For your peace of mind we are members of:

