

CUSTOMER COMPLAINTS PROCEDURE

We aim to provide the highest standard of service to our customers.

However, we recognise that sometimes things can go wrong and, if that happens, we are committed to resolving matters promptly and fairly.

Our complaints procedure is a key part of our commitment to this and is outlined below:

STAGE ONE – BRANCH MANAGER

All complaints should, in the first instance, be directed to Brychan Todd, our Branch Manager, in writing. Please provide details of your complaint setting out clearly the reasons for your grievance(s) together with dates, names of any staff members you dealt with and enclosing/attaching any supporting evidence.

Brychan will acknowledge your complaint in writing within five working days of receiving it. He will then review your complaint and provide you with a formal written outcome of his investigation within fifteen working days of receiving it.

Brychan Todd
Branch Manager
CHRISTIE RESIDENTIAL
53 Cross Street
Abergavenny
Monmouthshire
NP7 5EU

T: 01873 852221
E: brychan@christieresidential.co.uk

STAGE TWO – DIRECTOR

Should you not be satisfied by our Branch Manager's response, please escalate your complaint to our director, Philip Christie will respond to your complaint within fifteen working days.

Philip Christie
Branch Manager
CHRISTIE RESIDENTIAL
53 Cross Street
Abergavenny
Monmouthshire
NP7 5EU

T: 01873 852221
E: philip@christieresidential.co.uk

STAGE THREE – THE PROPERTY OMBUDSMAN

Should you remain dissatisfied, then you may refer your complaint to the Property Ombudsman. Please note that you must refer your complaint within twelve months of receiving our final response for the Property Ombudsman to consider it.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP

T: 01722 333306

