

Complaints Procedure

We are committed to providing you with the highest standards of service. However, on occasions our service may fall short of your expectations so what do you do then? This simple step by step guide to our complaints procedure will help you make us aware of your concerns and advise you of how we review and deal with them.

STEP 1

If you have spoken to us about a complaint we would ask you to put this in writing to the member of staff that your complaint is with so that we have a full understanding of your concerns. This can either be via email to enquiries@roscoerogersandknight.co.uk or post to our Monmouth office – Sales Department, Roscoe Rogers & Knight, 3 Agincourt Square, Monmouth NP25 3BT.

The member of staff will acknowledge your complaint, then consider it and respond as quickly as possible.

STEP 2

If you are not satisfied with the response of the member of staff, then you will need to refer your complaint to the Sales Manager, Matthew Minett. He is contactable using the details above. He will speak with the member of staff involved with the issue, review your file and respond to you accordingly.

STEP 3

Once you have heard from the Sales Manager, if you are still not satisfied with the response, you can escalate your complaint to the Managing Director of the firm, Phil Smith. He is contactable at the above address or email sales@roscoerogersandknight.co.uk. He will speak with all members of staff in the department and review the case file. Once he has considered your complaint and the actions of the staff he will respond to you accordingly.

STEP 4

If you are still unsatisfied with the response of the company and no resolution has been found then you have the opportunity to take your complaint to The Property Ombudsman of which the firm is a member. These can be contacted using the following details:-

The Property Ombudsman

Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
Tel: 01722 333 306
Email: admin@tpos.co.uk