

Grant's of Derbyshire Estate Agents

COMPLAINTS PROCEDURE

Residential Sales & Lettings – Making a complaint.

Grant's of Derbyshire are members of The Property Ombudsman Service (TPOS), The National Association of Estate Agents (NAEA) and The Guild of Professional Estate Agents. We aim to provide the highest standards of service to all our customers.

Stage One – Please make contact with us as soon as possible.

All complaints should, in the first instance, be directed to Mr Shaun Grant (Director). He will endeavour to resolve your complaint as soon as possible, otherwise no later than five working days from when we have received notification of the complaint.

You can contact Shaun Grant at

Grants of Derbyshire
21 St John St
Wirksworth
Derbyshire
DE4 4DR

(01629 823008)

Or email shaun@grantsofderbyshire.co.uk

Stage Two – The Property Ombudsman

After you have received our final viewpoint letter and you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the final viewpoint letter alongside a link to The Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 12 months of the date of the final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints' procedure has been exhausted.