Complaints Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below.

Reasonable adjustments

We will, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement, or those who do not speak English as a first language.

Eight-week rule: if you feel we have not addressed your complaint within eight weeks, you may refer your complaint to The Property Ombudsman for independent review, even without our final viewpoint.

What will happen next?

1

Acknowledgement

WITHIN 3 WORKING DAYS

We will send written acknowledgement of the receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

2

Investigation

WITHIN 15 WORKING DAYS

We will investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff involved.

A formal written outcome of our investigation will be sent to you within fifteen working days of receipt of your original complaint.

3

Review

WITHIN 15 WORKING DAYS

If, at this stage, you remain dissatisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

We will write to you within fifteen working days of receiving your request for a review, confirming our final viewpoint on the matter.

4

Independent redress: The Property Ombudsman

FREE OF CHARGE

If you are still not satisfied with our final viewpoint (or more than eight weeks has elapsed since the complaint was first made) you may refer your complaint, without charge, to:

The Property Ombudsman
Unit 159756, PO Box 7169
Poole, BH15 9EL

PHONE 01722 333 306
EMAIL admin@tpos.co.uk
WEB www.tpos.co.uk
COMPLAIN tpos.co.uk/consumers/make-a-complaint

PROFESSIONAL STANDARDS

We are members of Propertymark

If you are not satisfied with the outcome of The Property Ombudsman's review, and you believe that we have breached Propertymark's Conduct and Membership Rules, you may contact Propertymark for further investigation. You can do this by downloading a complaint form from the Propertymark website.

propertymark

PHONE 01926 496 791
EMAIL complaints@propertymark.co.uk
WEB propertymark.co.uk/professional-standards/complaints

Please note the following

- You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.
- The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.
- Propertymark does not award compensation, but can take disciplinary action against members where appropriate.

YOUR PERSONAL DATA

Data Protection Complaints

Should you wish to raise a complaint regarding the handling of your personal data, then you may do so by contacting us either by email or letter using the details provided.

AuctionWorks Limited
8–10 The Square, Whickham, NE16 4JB
hello@auctionworks.co.uk

What will happen next?

1 **Acknowledgement**
All data protection complaints will be acknowledged within 30 calendar days of receipt.

2 **Investigation**
Complaints will be investigated promptly, fairly, and without undue delay, and the complainant will be informed of the outcome of the investigation as soon as reasonably practicable.

3 **Record keeping**
A record of all complaints, investigations, decisions, and actions taken will be maintained.

4 **Information Commissioner's Office**
If you remain dissatisfied with our outcome, you have a right to make a complaint to the Information Commissioner's Office (ICO).

Information Commissioner's Office (ICO)

PHONE 0303 123 1113
WEB www.ico.org.uk
POST Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF