Olive Estate Agents – Complaints Procedure

1. Purpose of the Policy

We take all complaints seriously. Your feedback helps us identify areas for improvement and ensures that any issues are resolved efficiently and professionally.

2. How to Make a Complaint

If you are dissatisfied with any aspect of our service, please contact us as soon as possible using one of the following methods:

In Writing or In Person:
Nick Puddy
Olive Estate Agents
2C Bath Street
Cheddar
BS27 3AA

By Email: nick@olive.uk

When making a complaint, please include:
– Your full name and contact details
– The property address (if relevant)
– A clear description of your complaint
– Any supporting documents or evidence.

3. Acknowledgement and Initial Response

We will acknowledge receipt of your complaint within 3 working days. Your complaint will be reviewed by Nick Puddy, who will aim to provide a formal written response within 15 working days. If more time is needed to investigate, we will inform you and explain the

reason for the delay.

4. Investigation Process

Your complaint will be investigated fairly and impartially. We will review all relevant documents, communications, and evidence, speak with any team members involved, and keep you informed throughout the process. You will receive a written explanation of our findings and any proposed resolution.

5. Escalation Procedure

If you are not satisfied with our initial response, you can escalate your complaint to a Company Director within 15 working days of receiving our reply. The Director will review your complaint and provide a final viewpoint letter within 15 working days.

6. Independent Redress (The Property Ombudsman)

If, after receiving our final viewpoint letter, you remain dissatisfied, you can refer your complaint to The Property Ombudsman (TPO):

The Property Ombudsman (TPO)
Milford House
43–55 Milford Street
Salisbury
Wiltshire SP1 2BP

Website: www.tpos.co.uk
Email: admin@tpos.co.uk
Telephone: 01722 333306

You must refer your complaint to TPO within 12 months of receiving our final viewpoint letter. Olive Estate Agents is a proud member of The Property Ombudsman Scheme and follows its Code of Practice.

7. Record Keeping and Confidentiality

All complaints and correspondence are recorded and kept for at least six years. All personal data is handled in accordance with UK GDPR and Data Protection laws, ensuring confidentiality throughout the process.

8. Continuous Improvement

We regularly review complaints and feedback to identify trends, enhance our customer service, and improve our internal procedures.

60 Day Seller L&W; Ltd (Company No. 15941713) | nick@olive.uk