



Stibbards' Property Limited Compliant Complaints Handling Procedure (CHP)

SCOPE

This procedure applies to complaints from clients and other service users relating to professional services provided by Stibbards' Property Limited.

DEFINITION

A complaint is any expression of dissatisfaction about the firm's service or conduct requiring a response.

HOW TO COMPLAIN

Complaints may be submitted by email, post or telephone. The firm will acknowledge receipt within 5 working days.

STAGE 1 – INTERNAL INVESTIGATION

A senior person not directly involved where possible will investigate. A written outcome will normally be issued within 28 days. If additional time is required, the complainant will be informed with reasons and a revised timescale.

STAGE 2 – INDEPENDENT REDRESS

If the complainant remains dissatisfied after the final internal response, they may refer the complaint to the firm's approved independent redress provider The Property Ombudsman. The firm will cooperate fully with the scheme.

RECORDS

A complaints register will record dates, issues, actions, outcomes and lessons learned. Records will be retained in accordance with the firm's retention policy.

CONFIDENTIALITY

Complaints will be handled confidentially in accordance with applicable data protection legislation.

CONTINUOUS IMPROVEMENT

Complaint trends will be reviewed periodically to identify service improvements.

RESPONSIBILITIES

- All staff: identify and escalate complaints promptly.
- Complaints Handler: acknowledge, investigate and respond.
- Directors: oversee compliance and implement improvements.

CONTACT DETAILS

Complaints Handler: Andrew Stibbard

Company: Stibbards' Property Limited (Trading as Stibbard Property Limited).

Address: Marridge Hill Office, Marridge Hill, Ramsbury, Marlborough, Wiltshire, SN8 2HG.

Email: ags@stibbardproperty.co.uk

Telephone: 07915 668232

Independent Redress Scheme: The Property Ombudsman.