

COMPLAINTS & APPEALS PROCEDURE

As a business we aim to provide the highest standard of services to all clients. To ensure that your interests are safeguarded, a grievance procedure has been introduced. This provides for the matter to be dealt with internally.

This does not affect your statutory rights; it should be considered complementary to any legislation governing the business whose regulations and guidelines are to be fully complied with at all times.

Please complete our complaints & appeals form and return to:

The Manager
Northgate Estates (NE) LTD
8 Town Square
Billingham
TS23 2LY

Or scan and email your completed form to manager@northgates.net

We will acknowledge your Complaints Form within 3 working days of receipt.

Within 15 working days of receipt of your Complaints Form, we will write to you to inform you of the outcome of the internal investigation into your complaint or appeal and to let you know what actions we have taken or will take.

If you are dissatisfied with any aspect of our handling of your complaint or appeal, or the outcome of our internal investigation, feel free to contact Russell Hartshorn Managing Director who will personally conduct a separate review of your complaint or appeal and contact you within 15 working days to inform you of the conclusion of this review.

If you remain dissatisfied with any aspect of our internal handling of your complaint or appeal, and/or separate review, this matter can be referred to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

Visit: www.tpos.co.uk

COMPLAINTS & APPEALS FORM

This is the Form you need to complete if you want Northgate Estate Agents to look at your Complaint.

PART 1	GENERAL DETAILS		
	Your Details		Details of any other joint seller / buyer / Landlord /Tenant
First Name:		Title:	Title:
Surname:			
Address for correspondence (including postcode):			
Occupation:			
Daytime Phone No:			
Fax:			
E-mail:			
Best time to call (UK Time):			

I am complaining/Appealing as (please tick the relevant box):			
A Seller:-		A Buyer:-	
A Landlord:-		A Tenant:-	

PART 2	PROPERTY CONCERNED
Address of Property concerned	

PART 3	THE OUTLINE CASE HISTORY OF MY COMPLAINT/APPEAL
<p>Please give a bullet point summary of the relevant key events – with dates – of the transaction or dispute with the Agent.</p>	<p>This is your chance to tell your side of what happened to explain why you have made your complaint/APPEAL. Please be as specific with details as you can (eg; dates, times, names, telephone numbers you called from) in factual bullet point format. If you would prefer to type or write this on a separate page – please do so.</p>

PART 4	I AM PROVIDING THE FOLLOWING SUPPORTING EVIDENCE:
Please attach all correspondence between yourself and the Estate Agent that you consider relevant.	

PART 5	I WOULD LIKE THE ESTATE AGENT TO:
Please state what you think the Estate Agent should do to put things right.	

I/we confirm all of the details and information is true:

Signature(s)

Print Name(s): Date