

HAVE WE DONE SOMETHING WRONG?

When dealing with property we know from time to time things don't always go as smoothly as we'd hope. Scott Fraser will always do our absolute best to correct any mistakes as we whole-heartedly believe in treating all our customers fairly. Our aim is to resolve the matter as soon as we can by:

- Understanding what went wrong and why
- Looking for ways to fix any mistakes made
- Explaining the issue, what we have done and what will happen next

What do you need to do?

In order to work with you to resolve any mistakes made, we need to know what's gone wrong. To resolve your issue quickly please contact the local Branch Manager or Head of Department as they will have a detailed knowledge of you and your property. They will work with you to try to put things right.

Stage One – Formal Complaint

Occasionally the local team can't help you put things right, so if you are not happy and your issue has been unresolved please do get in touch with the Scott Fraser Customer Care team, customercare@lrg.co.uk. To put your mind at ease, they will touch base with you within three working days so you know we are looking into it for you. After this, they will liaise with a senior member of staff within the region where the property is based who will provide a full response in writing within 15 working days.

Stage Two – Formal Complaint

If after receiving our response in writing you still consider your complaint to be unresolved, please let Customer Care know. The Customer Care Team, under the management of Donna Wright, will be in touch within three working days assuring you the matter is in hand.

A further full and independent review will be carried out by a dedicated Customer Care Associate to understand the background, the impact it is having on you and how we can resolve the matter. A full and final response will be sent to you within 15 working days.

Customer Care

Scott Fraser Customer Care Department
Crowthorne House
Nine Mile Ride
Wokingham
Berkshire
RG40 3GZ

customercare@lrg.co.uk
01344 753104

Stage Three – Pass your complaint to Independent Redress

If the Customer Care team are unable to resolve your complaint or more than 8 weeks has passed since you first made your complaint you can refer the case to the ombudsman. This is a free independent service and they will undertake a full case review and the actions Scott Fraser have taken to try to resolve the case. Scott Fraser are members of The Property Ombudsman (TPO).

The Property Ombudsman:

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

01722 333306
admin@tpos.co.uk
www.tpos.co.uk

Please note that any referral to The Property Ombudsman must be made within 12 months of receiving our full and final response.

WE ARE MEMBERS OF PROPERTYMARK (LETTINGS)

Where you believe there is evidence an agent has breached their Conduct and Membership Rules and you feel your lettings complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to PropertyMark. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence. 01926 496 791 | compliance@propertymark.co.uk.