

Complaints Procedure

Wrights Property Agents Ltd is a member of The Property Ombudsman and aims to provide the highest standards of service to all our customers.

To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by our Lettings Manager, Hayley Andrews. In the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.

If you believe you have a complaint, please write in the first instance to the address below:

Hayley Andrews, Lettings Manager, Wrights Property Agents Ltd, 36 Stonehills, Welwyn Garden City, Herts, AL8 6PD.

Your complaint will be acknowledged within 3 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of our acknowledgement of your complaint.

If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by our Director, Melvin Wright at the address of **Wrights Property Agents Ltd, 9 Market Place, Hatfield, Herts, AL10 0LJ**. The complaint will be reviewed and our final viewpoint on the matter will be provided.

In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the final matter referred to The Property Ombudsman. We will submit our file to the Ombudsman on request.

You are also entitled to have your complaint referred to The Ombudsman should we fail to deal with matters promptly, or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.

You can contact The Property Ombudsman at Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. Telephone 01722 333 306.

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 complaints procedure, before being submitted for an independent review.

We are a member of Propertymark, membership number M00007130

