

## Complaints procedure - customer copy

Lovelle Estate Agency works with a network of independently owned and operated estate agencies ("Agency") who are licensed, by way of a franchise agreement with us, to trade under the Lovelle brand ("Brand") and operate the Lovelle franchise system ("System"). Your relationship and, if applicable, your contract (if a Vendor or Landlord) is directly with the Agency. Each Agency is a direct member of the Property Ombudsman ("Ombudsman") and as part of their franchise agreement also have to meet minimum standards of customer service. As the owner of the Brand and the System we monitor each Agency's performance against our own minimum standards and those of the Ombudsman, in order to ensure excellent customer service and to protect the Brand. The following complaints procedure is relevant to Lovelle Estate Agency owned branches. If your complaint relates to a franchised business an alternate complaints procedure belonging to the appropriate business would be provided to the complainant at the earliest convenience.

Lovelle Estate Agency and Lovelle Bacons Estate Agency has a formal complaints procedure, which is explained below:

1. If you have a problem relating to Lovelle Estate Agency or Lovelle Bacons Estate Agency, please discuss this with one of our branch staff. Our aim is to deal with your problem sympathetically, fairly and quickly. We will try to resolve the matter on the day you raise your complaint, although whether this is possible will depend on the nature of the complaint.
2. If you feel that the matter is not being resolved to your satisfaction, please ask to speak or write to the Manager or the Director of the branch.

Your letter or email should state why you are still dissatisfied and what further action you wish us to take to fully resolve your complaint. A letter or email will be sent to you within 5 working days to acknowledge receipt.

We will fully investigate your complaint and a formal written outcome of the investigation will be sent to you within 28 days.

3. If the response by our Branch Manager or Director does not resolve the matter to your satisfaction, you can refer your complaint to our Group Managing Director; you can write to him at:  
David Spackman, Newton Fallowell Group, 68 High St, Grantham NG31 6NR.

A letter or email will be sent to you within 5 working days to acknowledge receipt. We will fully investigate your complaint and a formal written outcome of the investigation will be sent to you within 28 days.



4. If you are still not satisfied with the steps taken, you can write to: The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP Telephone 01722 333306 e-mail [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

5. The Property Ombudsman will consider your complaint, taking into account any points made by you and ourselves. The Property Ombudsman may, however, refuse to investigate a complaint where your issue refers to something that happened more than 12 months before you complained in writing to the Member Agency, or you referred your complaint to The Property Ombudsman more than six months after you received the Member Agency's final offer of settlement or answer.

6. The Property Ombudsman's Office may try to settle the dispute by agreement between you and ourselves. If this is unsuccessful, The Property Ombudsman will consider all the relevant factors and make a decision according to what he believes to be fair in all the circumstances.

7. The Property Ombudsman will send his decision to you and ourselves. You can accept or reject his decision. If you reject the Property Ombudsman's decision, it will lapse and you are free to do as you wish. If you wish to take legal action, you can do so. Your legal rights will not have been affected by The Property Ombudsman's decision.

#### Lettings – Deposit Protection Scheme

Tenancy Deposit Protection (TDP) applies to all new Assured Shorthold Tenancies (AST's) as of 6th April 2007 where a deposit is taken.

We are a custodial member of the scheme.

When a deposit is paid to Lovelle's we will register the deposit and pay the monies to the Tenancy Deposit Protection Service who will hold it for the duration of the Tenancy. The Tenant has the legal right at any time and at no cost to check with DPS that the deposit is in place.

At the end of a Tenancy, if the Landlord and Tenant are in agreement on how the deposit should be dealt with, the DPS will refund the deposit on that basis.

If the Landlord and Tenant cannot reach an agreement then either party can use Alternative Dispute Resolution (ADR). The ADR decision is final and DPS will refund the deposit in accordance with their decision.

For further information please contact the main office on **01472 500700** who will be pleased to answer any questions you may have or refer your question to the appropriate lettings office.

