

Complaints Procedure

The Brand Vaughan Complaints Procedure exists to ensure:

- All complaints are thoroughly investigated
- A number of professionals are consulted to ensure impartiality in the response provided
- The complainant is aware of how their complaint will be dealt with and by whom.

STAGE 1

If a complaint has not been satisfactorily resolved by the person the complainant was dealing with, the matter can be brought to the attention of the Department Manager.

This can be done during telephone/face-to-face discussion or in writing. The Department Manager will then look into the matter and provide a response within 10 working days.

This will often be in writing, but may involve some telephone discussion to ensure the best outcome is achieved. The initial outcome will always be provided in writing.

STAGE 2

If the matter is not resolved after a response has been provided by the Department Manager, the complainant should bring the matter to the attention of the following:

For Sales: Mark Howell: complaints@brandvaughan.co.uk

For Lettings: Andrew Gunner: complaints@brandvaughan.co.uk

Please note: The Director will not consider a complaint until the Department Manager has responded to the complaint in full.

If the Director does not feel that Stage 1 has been exhausted your complaint could be passed back to the Department Manager before going into Stage 2.

The Company's final response will be provided within a further 5 working days.

If you remain unhappy with the response, the matter will then need to be raised with The Property Ombudsman, within 12 months of receiving the Company's final response.

Contact Details

For Sales Complaints

Mark Howell
Regional Sales Director
complaints@brandvaughan.co.uk
01273 221102

For Lettings Complaints

Andrew Gunner
complaints@brandvaughan.co.uk

The Property Ombudsman (TPO)

Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

admin@tpos.co.uk
www.tpos.co.uk
01722 333 306

Please note: The Property Ombudsman will not consider a complaint until an Estate Agent's internal Complaints Procedure has been exhausted. You are able to ring TPO for advice, but they are likely to redirect you back to our Complaints Procedure if it has not yet been utilised.