

## Complaints Procedure

### Belvoir Sales & Lettings Swansea, Mumbles and Sketty

As a firm accredited by Safe Agent (formally NALS) and Propertymark, Belvoir Swansea aims to provide the highest standard of service to all clients and give an ultimate assurance that any grievance you have concerning such service is immediately addressed. If you believe you have, or may have, a grievance with our service or standard of practice or working procedures then please refer to the following procedure:

**Stage 1** - In the first instance, if you are unable to resolve the issue informally, **you should write to the member of staff who dealt with you, or their manager**, so that they have a chance to put things right. In your written correspondence you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. You can expect your complaint to be acknowledged within 3 working days of receipt. You should get a response and an explanation within 15 working days. If you are unsure which member of staff to write to, please refer to the information below:

#### LETTINGS

Senior Lister & Negotiator – Arwel Rees (arwel.rees@belvoir.co.uk)

and/or

Accounts & Compliance Manager – Nicole Clement (nicole.clement@belvoir.co.uk)

#### SALES

Head of Sales & Lettings – Kirsty MacDonald (kirsty.macdonald@belvoir.co.uk)

**Stage 2** - If you are not satisfied with the initial response to the complaint then you can write to Head of Sales & Lettings – Kirsty MacDonald (kirsty.macdonald@belvoir.co.uk), and ask for your complaint and the response to be reviewed. You can expect acknowledgement to your request within 3 working days of receipt and a response within 15 working days. We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

**Final Stage** – If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made), you can request an independent review from The Property Ombudsman without charge. You can seek redress by writing to the scheme at: The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. (Note that there is a 12 month time limit in providing the Ombudsman with your complaint which starts from the date the ‘Final Viewpoint Letter’ you received is dated.) A copy of the Property Ombudsman Consumer Guide is available from our office upon request.



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