

Complaints Handling Policy

Our Complaints policy

We are committed to providing a high-quality, professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us in writing, including as much detail as possible.

What will happen next?

The Johnson Neal Group Ltd t/a Langford Rae Chelsfield adopts the following procedure in all cases: -

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- Any complaints received will be taken seriously.
- We will then investigate your complaint. This will normally involve passing your complaint to our Managing Director whose contact details are at the end of this note, who will review your matter and speak to the member of staff who acted for you.
- Following the review, we will send you a detailed written reply to your complaint, including any suggestions for resolving the matter, within 15 days of sending you the acknowledgement letter.
- At this stage, if you are still not satisfied, you should contact us again and we will arrange for another Director to review the decision.
- We will write to you within 15 days of receiving your request for review, confirming our final position on your complaint and explaining our reasons.
- If you are still not satisfied after raising your complaint, you can then contact the Ombudsman at The Property Ombudsman Ltd, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP, about your complaint. Any complaint to the Ombudsman can only be considered if it is made within 12 months of the date of our final viewpoint letter. For further information, you should contact the Ombudsman on 01722 333306 or at www.tpos.co.uk.

There will be no fee payable for dealing with your complaint nor will your complaint prejudice any ongoing work we are carrying out on your behalf. If we have to change any of our timescales above, we will contact you and explain why.

Contact details in the event of a complaint are as follows: -

Mr Neil Durrant
C/o Langford Rae Property Agents
49 Windsor Drive
Chelsfield
Kent
BR6 6EY

Tel: 01689 862770

Email: chelsfield@langford-rae.co.uk