

## **Coast and Country Internal Complaints Procedure.**

**Complaints.** Any expression of dissatisfaction, by a client of Coast and Country, member of the public or professional, be it verbal or in written format should be treated as a complaint. This is so any issue raised can be promptly resolved.

**Responsible Person.** Complaints will be dealt with by the Senior Partner and in his absence or in the event the complaint is regarding him, the Managing Partner. The complainant will be informed about who is dealing with the complaint. The responsible person should be notified by any member of staff receiving the complaint at the earliest possible opportunity and within three working hours, by any available means, face to face, email or phone. The person receiving the complaint, should also forward an email with details of the complaint to: [sales@cacia.co.uk](mailto:sales@cacia.co.uk).

**Complaints Regarding Third Parties.** If a complaint is received regarding a third party, this will be forwarded to them within twenty-four hours, to be dealt with under their procedures. The complainant will be advised that this course of action has been taken.

### **Dealing With The Complaint**

All complaints will be dealt with in a courteous manner and every effort will be made to resolve them to the complainant's satisfaction.

We will establish the facts relating to the complaint by: speaking to or requesting by other means all information available from those involved, considering other relevant information in whatever format it is available.

We will keep the complainant informed throughout and endeavour to reach a prompt resolution satisfactory to them.

In all instances the complainant will be offered a written response and this will be supplied promptly if requested.

In the event the complainant is not satisfied with the outcome a written response will always be given. In the event steps have been taken to resolve a complaint considered justified, these will be detailed in the response. In the event the complaint was not considered justified, reasons for this will be given.

In the event a complaint is of a nature which may lead to a claim against our P.I. insurers they will be notified immediately.

The complainant will be made aware of and supplied with information on how to contact The Property Ombudsman. This will enable them to take the complaint further for independent review, if they are not satisfied with the outcome and or resolution we are able to offer.

The outcome of all complaints will be considered by the partners in all instances. Changes will be made as appropriate to procedures and or policies to improve levels of customer service/satisfaction as appropriate. We hope to learn from and improve as a result of any complaint.