

Complaints Procedure

At Wilson Real Estate, we are committed to providing a high-quality service to all our clients. If something goes wrong, we want to know about it so we can put it right and improve our standards.

1. How to Make a Complaint

If you have a complaint, please contact us in the first instance by telephone we will discuss the complaint verbally and look to resolve the matter efficiently.

Telephone: 01304 447418 or 07368 918745

If, however, this does not resolve the complaint, please contact us in writing so that we can fully understand your concerns. You can write to us at:

Lee Wilson - Director

Wilson Real Estate

Cannon Street, Deal, Kent, CT14 6QA

sales@wilsonrealestate.co.uk

Please include:

Your name, address and contact details

The property address involved (if applicable)

A clear description of your complaint

Any relevant dates, correspondence or documents

2. Our Initial Response

We will acknowledge receipt of your complaint within 3 working days.

3. Investigation

Your complaint will be investigated by a senior member of staff who was not directly involved in the matter. We will provide a formal written response within 15 working days of acknowledging your complaint. If we need more time, we will let you know and explain why.

4. Final Viewpoint

If you remain dissatisfied after our initial response, you may request that the complaint be reviewed at director level. We will provide our Final Viewpoint Letter within 15 working days of your request.

5. Independent Redress

If you are still not satisfied with our final response, or if 8 weeks have passed since you first raised your complaint, you may refer the matter to our redress scheme:

The Property Ombudsman

Unit 159756, PO Box 7169, Poole, BH15 9EL.

01722 333306

www.tpos.co.uk

You must refer your complaint to the redress scheme within 12 months of receiving our final response.

6. Record Keeping

We maintain a full record of all complaints and use this information to improve our service.