

Browns Estate Agents: Complaints Procedure

- At Browns Estate Agents, Andy Clark will deal with complaints so should you wish to make a complaint or have a query regarding a complaint, please do not hesitate to contact him.
- If you have initially made your complaint verbally, whether face to face or on the telephone, please also make your complaint addressed to the above-named at 18 St Judes Road, Englefield Green, Surrey, TW200BY
- Once we have received your written complaint, we will make contact with you in writing within seven days, at this stage we will give you our understanding of your case and we will invite you to make any further comments that you may have or seek clarification in respect of any relevant matters.
- Within 21 days of receipt of your written complaint, we will write to you to inform you of the outcome of our internal investigation into your complaint and let you know what actions, if any we have taken or will take. If at this stage, we are unable to conclude our investigations, we will advise you accordingly, with reasons and confirm our anticipated timescale for conclusion.
- If you are dissatisfied with any aspect of our handling of complaint or the outcome of our internal investigation, please contact Mrs Anne-Marie Brown or Mr Gary Brown who will personally carry out a review of your complaint and contact you within 14 days to inform you of the conclusion of this review.
- If you remain dissatisfied with any aspects of our internal handling of your complaint we can recommend The National Mediation Helpline on 08456030809 who offer a two hours mediation service for £100 +VAT