

Royle Estates (Lancaster) Ltd

Complaints Procedure



Royle Estates is committed to delivering a quality service at all times. However, we do accept that occasionally things can go wrong. If you are dissatisfied with any aspect of the service you receive, we would like to hear from you.

We need to know the exact nature of your complaint. Please provide as much information as possible about the service provided, the individuals or department involved and why you felt the service we offered did not meet your expectations.

How to lodge a complaint

You can make your complaint in whatever form is most convenient to you. You can telephone and speak to the appropriate member of staff, or alternative person if you feel happier doing so. If you do not know who you should talk to, our receptionist will help. Alternatively, you can write to, or e-mail us at:

Royle Estates (Lancaster) Ltd
20 Sir Simons Arcade
Lancaster
LA1 1JL

Tel: (01524) 36311

E-mail: contactus@roylestates.co.uk

If you telephone us, the complaint will be logged. Whoever takes your call will attempt to resolve the issue for you. If you are not satisfied with the response you receive at this stage you can submit a formal complaint in writing.

If your complaint is in writing (including fax and e-mail) we will acknowledge it within three working days and pass it on to the appropriate staff member for action.

An in-house investigation will be promptly undertaken and it is our intention that a formal written outcome of that investigation will be sent to the complainant within 21 days of the initial complaint being received. If a full response cannot be given within 21 days (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be informed of the progress being made with your complaint and an indication of timescale will be given.

If your complaint cannot be resolved by the person initially dealing with it, it will be directed to the relevant senior member of staff. A written statement, expressing our final viewpoint and any inclusions will be sent to you.

In all cases we will treat your correspondence in strict confidence, with fairness and objectivity.

What to do if you are still unhappy

If the complainant is 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) then he/she has the right to take the matter up with The Property Ombudsmen (TPO) without charge:

The Property Ombudsmen
Beckett House
4 Bridge Street
Salisbury
Wiltshire
SP1 2LX

Tel: 01722 333306

Fax: 01722 332296

E-mail: admin@oea.co.uk

Any referral to the TPO must be made within twelve months of our final written viewpoint.