

## COMPLAINTS HANDLING PROCEDURE

1. We have appointed James Cornell (Manager) at Rex Gooding Estate Agents, 4 Albert Road, West Bridgford, Nottingham, NG2 5GQ to deal with complaints. If you have a question or if you would like to make a complaint, please do not hesitate to contact him.
2. If you have initially made your complaint verbally – whether face-to-face or on the telephone – please also make it in writing, addressed to [james@rexgooding.com](mailto:james@rexgooding.com).
3. Once we have received your written complaint, James Cornell will contact you in writing within seven days. At this stage we will give you our understanding of your case. We will also invite you to make any further comments that you may have in relation to this.
4. Within twenty-one days of receipt of your written summary, James Cornell will write to you, to inform you of the outcome of his internal investigation into your complaint and to let you know what actions we have or will take. Where a full response cannot be given within 28 days an update will be provided to the client advising upon the progress of any investigation.
5. If you remain dissatisfied after we have indicated that the first stage of the complaints handling procedure has been exhausted you may wish to contact the principal, Chloe or Daniel Gooding on [info@rexgooding.com](mailto:info@rexgooding.com).
6. If you are not satisfied with your response from the principal after 8 weeks, you may wish to approach the following redress provider - The Property Ombudsman (for a consumer complaint in respect of Residential Sales, Lettings or Management), or the Centre for Effective Dispute Resolution, CEDR, (complaints received from persons or organisations in a business capacity or in respect of General Insurance Mediation Work).

The Property Ombudsman – Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. Telephone: 01722 333306. Website: [www.tpos.co.uk](http://www.tpos.co.uk)

Centre for Effective Dispute Resolution - 70 Fleet St, London EC4Y 1EU – Telephone: 020 7536 6116. Email: [applications@cedr.com](mailto:applications@cedr.com). Website [www.cedr.com](http://www.cedr.com)

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Strict code of practice: An assurance of the highest level of service