

Belvoir Wrexham - Complaints Procedure

As an agent accredited by Safe Agent, we are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager Julie Rennie, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 3 working days of receipt. Your complaint will be investigated and a formal written response addressing your specific complaints will be sent within 15 working days.

Your complaint should be sent to Belvoir, Elwy House, 15 King Street, Wrexham LL11 1HF or by email to wrexham@belvoir.co.uk. Please include as much detail as possible, including dates, names of any members of staff you dealt with and where you are able to enclose/attach any supporting evidence.

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to Vaughan Schofield, Director and ask for your complaint and the response to be reviewed. You can expect acknowledgement to your request within 3 working days of receipt and a response within 15 working days of receiving your request.

We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied after receiving our final viewpoint letter, you have the following two options of pursuing the matter further:

1. We belong to the following Property Ombudsman Scheme and you can seek redress by writing to the scheme at: Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP or via their website at www.tpos.co.uk or you may call the Enquires Helpline on 01722 333306 or email at admin@tpos.co.uk

Please note you must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter.

2. You can seek financial redress by commencing a money claim procedure at <https://www.moneyclaim.gov.uk/web/mcol/welcome>